INFORMATION SEEKING BEHAVIOUR OF MEMBERS OF LEGISLATIVE ASSEMBLY OF U.P. AND RAJASTHAN : A COMPARATIVE STUDY

ABSTRACT
THESIS

SUBMITTED FOR THE AWARD OF THE DEGREE OF

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BY

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Abstract

We now live in an era where information is the driving force of most other activities. Information is a key factor in the world's economic markets, and those who make seeking information their business are amongst the fastest growing employment sectors.

Information environment is very complex In order to retrieve desired information for the users, the information intermediary has to adopt certain behavioral strategies to make the system more effective. Information seeking behavior (ISB) is one such approach that identifies the basic requirements that the users need

While studying ISB, it is essential to know its various categories and methods so that the real picture of users perception is visualized

Information seeking behavior is one of our most elemental activities If we consider this seemingly simple activity, information seeking behavior, we can see that it fundamentally underpins almost every other behavior that we undertake Whenever we do something that is more than a mere action, we need to think about how we will proceed. Typically, we first search our internal memory to find the required information. The next step may be to either ask someone, or to refer to some written record. If the search is more complex, we may search a series of sources or engage with an expert to provide advice

MLAs in India are involved in policy formulation and enactment of laws on the floor of the assembly Before doing this they should be involved in informing themselves. This may be in the form of constituency, a visit to the constituency, party conference, lobby group meeting etc In this sense MLAs project the image of developmental figures in the constituency On the other hand, the role of the MLAs is to articulate her/his party position Having promised certain kinds of economic, social and political change, MLAs are assuming leadership in the implementation of change The role of an MLAs in India may project itself in a simplistic fashion, where an MLA is taken simply as a representative of the people. However potentially every area of society is relevant to an MLA's work These different roles played by MLAs dictate that they are knowledgeable in many spheres

Very few studies in the information-seeking literature elaborate on subjects' Political attributes such as political information system, voting behavior, political

communication pattern, political information managements, political information use, role of information in political arena, need of information in public administration, ethnicity, race, education, gender, age, income, international and local impact. This is partly due to the fact that variance on some of these factors is often not present in the samples used by researchers to study related questions. Most studies in information seeking have traditionally looked at academics, students or university library patrons, because these populations are readily available for study.

This thesis investigates to examine the development of the concept of information seeking behavior in Indian liberal democratic, social republic, sovereign and federal state – predominantly the Indian states of Uttar Pradesh and Rajasthan. In addition, the investigator illustrates importance and increasing dominance of information technology within the framework of Indian national political information behavior practice with the comparative study of two major India states Uttar Pradesh and Rajasthan.

In a democracy people are ruled by their elected representatives. A legislator may take wrong, costly, sometimes even dangerous, decisions for a whole state/nation if he is not provided with adequate and reliable information. As stated by Orton et al. (2000) in their study, MPs (public representatives here) are expected to be knowledgeable about a wide variety of issues. While their information need is frequently unpredictable and reactive. It is obvious, if we want to speed up the pace of development of our state, we have to provide current, speedy, relevant, and exhaustive information to our elected public representatives. Public representatives (MPs/MLAs) are the policy makers. The development of a nation depends upon sound policies.

Information is the currency that every politician requires to participate in the life and governance of society. The greater the access of the politician to information, the greater would be the responsiveness of government to community needs. Alternatively, the greater the uninformed that are placed on power positions the greater the feelings of `powerlessness' and 'alienation'. Without information, politicians cannot adequately exercise their duties and responsibilities as politician. Political behavior of state information is a national resource.

Hence, it is necessary to investigate the information seeking behavior of MLAs of Uttar Pradesh and Rajasthan so as to develop and improve an information system which fulfils the day to day information needs of the legislative member (public

representatives) in the main political states of India. Both the states also play a role in central government making in India.

The problem for the present study is entitled "Information Seeking Behavior of the Members of Legislative Assembly of Uttar Pradesh and Rajasthan: A comparative study". The information seeking behavior and skills of the MLAs are typical of many other information professionals, but the high risk information they deal with, and the particular skills needed to work with and find this particular type of information, especially in regards to political information concerns, make this group an ideal subject for study.

Various methods, techniques and models of research on information seeking behavior have been carried out, there are more than a thousand articles on information seeking, but there has been no study on the information seeking behavior of politicians in India and particularly of Uttar Pradesh and Rajasthan "Members of Legislative Assembly" in India. The literature review is based upon the research that has already been done in certain areas or disciplines that relate to the current study.

Information seeking behavior is defined to include aspects like motives and purpose of information seeking, and the mode and means to access, search, identify and require information and use on their own as well as others consulted.

The main objectives of the present study are follows:

- To find out the awareness of users regarding the various information sources keeping MLAs informed on current affairs and issues.
- To identify the nature, purpose and type of Information sought by users.
- To gather data about the sources of information available to MLAs.
- To find out the extent of application of information technology in the library and the users' awareness of the same.
- To identify strengths and weaknesses in observed approaches to information seeking.
- To elicit the users' opinion regarding the various types of facilities provided were?
- To find out the users' strategy searching to the document required by them.

- To determine the factors that influence information needs and information seeking habits of assembly Library users.
- To determine the information needs of the MLAs in state assemblies.
- To find out which among the services provided by the Legislative Assembly, impress the most.
- To know the user opinion about the perception of information.
- To know the degree of assistance which MLAs require in using information in assembly debates.
- To find out the users opinion about the language which they prefer.
- To discover which environmental and user characteristics impacted upon information seeking behavior.

Assumptions Hypotheses: Keeping in mind the objective of right information at right time to right users, the hypothetical assumptions for the present study with the help of available theoretical literature and in pursuance of above-mentioned objectives are as follows the major hypotheses are framed to throw light on the Information Seeking Behavior of members of the legislative assembly of the UP and Rajasthan.

HO1-The null hypothesis assumes that the select state "Members of Legislative Assembly" of U.P. and Rajasthan have not been aware of political information needs and have not clearly defined their information problems; however the alternate hypothesis surmises that there are clearly defined information problems, when there is requirements for information.

HO2-The null hypothesis assumes that the select state "Members of Legislative Assembly" of U.P. and Rajasthan have not been properly pursuing the information seeking behavior pattern to fulfill self needs; however the alternate hypothesis surmises that there is appropriate information seeking in congruence with users' needs.

H03-The null hypothesis presumes that the select "Members of Legislative Assembly" of U.P. and Rajasthan have not been aware about all the information sources available and a large number of MLAs are not utilizing the facilities and services available in assembly. In case the null hypothesis is disproved, the alternate hypothesis holds true that they are aware of the sources and utilizing them properly.

H04- The null hypothesis assumes that the select state "Members of Legislative Assembly" of U.P. and Rajasthan have not been aware of what sources and types of information are used to cope with their political problems; however the alternate

hypothesis surmises that they know which and what information sources are the most appropriate.

H05- the Null hypothesis of the study assumes that in the select state legislative assembly most of the users have never used electronic networks and have not visited any other libraries for political purpose, in accordance with the needs of the users. However, the alternate hypothesis will be accepted in case the null hypothesis is disapproved.

H06- The Null hypothesis of the study assumes that in the select state legislative assembly most of the members are not aware about computer use and services etc. in accordance with the needs of the users. However, the alternate hypothesis will be accepted in case the null hypothesis is disapproved.

H07- The Null hypothesis of the study assumes that owing to the dearth of knowledge/facilities large number of user are not aware and are not using internet facility in the legislative assembly to keep up-to-date; however, the alternate hypothesis accepts the wide applicability of IT in the information seeking behavior.

The data collected through questionnaire, observation and informal interview are organized and tabulated by using statistical methods, tables and percentage. The popular statistical tools that have been used for the analysis interpretation and presentation are: Mean, Maxima, Minima, Median, Mode, Average, AVEDEV, PEARSON, Standard Deviation and Coefficient of Variance Percentage, Kurtosis, F-test and HARMEAN. Considering the technical nature of certain analysis the Researcher has applied important statistical tools and thus they have been frequently repeated for better interpretations.

The present study was conducted on a sample of 134 out of 400 Members of Legislative Assembly (MLAs) of Uttar Pradesh (UP) and 67 out of 200 MLAs of Rajasthan (RAJ). A total number of 200 (50%) questionnaires were distributed among UP MLAs and 100 (50%) questionnaires were distributed among the Rajasthan MLAs. A total number of 156(78%) and 75(75%) filled questionnaires were returned back by the users. The investigator selected only 134(67%) and 67(67%) questionnaires out of 156 and 75 for the analysis of data and 22 & 8 questionnaires were rejected because of incomplete responses from the respondents.

Gender wise grouping of the respondents state legislature members, shows the percentage of male respondents was 82.84% in UP and 80.60% in Rajasthan compared to 17.16% in UP and 19.40% in Rajasthan for females. Educational

qualifications' of the respondents were identical 4.48% respondents of UP MLAs and 1.49% of Rajasthan MLAs were uneducated.

A statistical hypothesis test is a method of making statistical decisions using experimental data. It is sometimes called confirmatory data analysis, in contrast to exploratory data analysis. In frequency probability, these decisions are almost always made using null-hypothesis tests; that is, ones that answer the question assuming that the null hypothesis is true, what is the probability of observing a value for the test statistic that is at least as extreme as the value that was actually observed? One use of hypothesis testing is deciding whether experimental results contain enough information to cast doubt on conventional wisdom.

Assume null hypothesis tested with the help of statistical tool and technique, hypothesis $H_0$1 Tested at the degree of freedom @ 4, P-Value = 0.942 more than Chi-Sq = 0.772 so the assumed hypothesis is rejected. Analysis shows the negative result of null hypothesis H01.

H02 tested at the degree of freedom @ 3, P-Value = 0.354 less than Chi-Sq = 3.252 so the assume hypothesis is true. If value of the Chi-Square Test is more than the P value so the assume hypothesis is true. So the H02 tested positive, respondents are not active seekers of information. The set of values for which we fail to reject the null hypothesis

H03 hypothesis tested at the degree of freedom @ 2, P-Value = 0.558 less than Chi-Sq = 1.167 so the assumed hypothesis is true.

H04 this hypothesis tested at the degree of freedom @ 8, P-Value = 0.087 less than Chi-Sq = 13.798 so the assumed hypothesis is true.

H05 this hypothesis tested at the degree of freedom @ 1, P-Value = 0.032 less than Chi-Sq = 4.585 thus the assume hypothesis is true.

H06 this hypothesis tested at the degree of freedom @ 1, P-Value = 0.226 less than Chi-Sq = 1.466 the assumed hypothesis is true. Which tell the story of the ICT literacy most of the users are not aware about computer use and services etc

H07 this hypothesis is also true because the Chi-Square Test proves the $H_0$7 is true, P-Value = 0.006 at the degree of freedom @ 2, p-value is less than the Chi-Sq = 10. 193, so the null hypothesis is true.

Researcher tested the hypotheses and pronouncement all the objective of the study in finding of the thesis. This survey research provided a general picture of the opinions of legislators – who are elected politicians - on output-oriented performance

information in planning and control, documents and their use of various sources of information on developments and performance in their organization. The survey research also provides some tentative suggestions for further research and further development of output-oriented information systems. In order to develop a formal accounting and information system which reasonably suits the needs and reflects the preferences of a specific group of users, it is necessary to have relevant knowledge of the behavior of these users with regard to information.

Legislators are busy people: it is only by convincing them that life will be made easier for them that engagement will be increased. The results of the study contribute to understanding MLAs' information seeks, information need and their uses of various political information sources. Several recommendations are made from the data from this study.

- Methodology should be developed specifically for the government sector and tested on a trial basis on a larger, more representative sample.
- An attempt should be made to develop techniques to assess the potential risk of poor information feed into a political arena.
- Further studies should be undertaken on decision-making processes and information gathering behavior in order to assess cultural and organizational influences on information flow design.
- A demand monitoring system is required to determine what MLAs are currently doing or debating to provide needed information.
- The development of techniques to increase awareness of the full range of information resources available should be continued.
- The role of information in the work of the MLAs has been acknowledged. However, a better understanding of the information needs and the information-seeking patterns of decision makers is fundamental to the achievement of the MLAs' job objectives. It is when these needs have been determined that efforts can be made to satisfy them.
- The role of information professionals in government departments should be developed and expanded to support the information flow, including: facilitation of information delivery;
- The promptness and accuracy of information is very important to MLAs, who use it immediately for constructively scrutinizing government policy or for shaping the mood and tone of proposed pieces of legislation.

- Legislature, especially in developing countries, need to be up to date with the political and social trends in the world as a whole, and in particular, those nations they are close to economically, socially and politically. They must, therefore, keep abreast of developments over a wide field, continually changing the focus of their attention as events and political scenes change.
- The majority of respondents were unaware of the assembly Library information service clearly; a priority for the service would be to raise awareness amongst MLAs. Most of the users are not satisfied with the library; therefore they don't know the facilities of library.
- MLAs response to the library generally shows their ignorance about the library resources. Libraries should start up orientation programmes for new comers to introduce them to the library, to make them familiar with the collection in various subjects, the procedure to locate and get the documents issued so as to provide better access to the library stock and services.
- It has been highlighted in the research that with the multi-party political system in Indian, assembly is supreme over any political party. This, therefore, calls for MLAs to be well informed about the latest developments in nearly every field of human life in order to make useful and effective contributions during assembly debates. The task of providing factually accurate and up-to-date information to MLAs is vested with the assembly Library.
- The findings also show a very low level of use of electronic information in legislative assembly. It is recommended that the computerization of information should be taken seriously in UP and RAJ legislative assemblies. The driving force behind the introduction of computerized information in some assemblies in Europe and America is the realization that legislatures need to obtain information quickly from national and international sources to solve present-day complex problems.
- MLAs have to be motivated to inculcate develop reading habits towards E-journals and E-Books so that they will get information on recent and retrospective information results in all the fields.

- The information system needs to connect an understanding of social, cultural and political contexts of information seeking and retrieval with programmes of action to improve access for all information seekers.
- The triggers for information seeking amongst MLAs are, in many instances, unpredictable, emanating frequently from constituents' demands and from issues receiving attention in the media. The MLA is almost unique professionally in having little control over the subject areas in which s/he may have to become involved and quickly expert, in response to party, constituency, and public and media demands. Information need is, therefore, very often reactive and, as a result, information seeking may be rushed, unsystematic and uncritical.
- Politicians are advocates of public issues and use information of various kinds to support these opinions. So MLAs need information on every topic of concern to society or to a part of society. Though social welfare, social security and local area development are their favorite fields, these interests keep on shifting as per public opinion. Therefore their subject requirement is vast and always unpredictable.

Also need for further investigations and studies to conduct for the betterment of the legislative members.

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Certificate

This is to certify that **Mr. Md. Safay Zaffar** has completed his thesis entitled, "**Information Seeking Behaviour of Members of Legislative Assembly of U.P. and Rajasthan: A Comparative Study**" under my supervision. To the best of my knowledge and belief, the work is of original nature. It also fulfills the requirements for submission of Ph.D. thesis at the Aligarh Muslim University, Aligarh (INDIA).

Syed Mustafa K Q Zaidi
(Supervisor/Chairman)

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During the course of research I tried to avoid any kind of mistake. If any mistake and error occur in thesis, that is purely mine.

(Md Safay Zaffar)

List of tables

List of figures

Abbreviations

ANOVA:	Analysis of Variance
BJP:	Bharatiya Janata Party
BSP:	Bahujan Samaj Party
CD-ROM:	Compact Disc Read Only Memory
CoefVar:	Coefficient of Variances
E- journals:	Electronic Journal
E-Book:	Electronic Book
E-mail:	Electronic Mail
F test:	Frequency Test
HIB:	Human Information Behavior
ICL:	Information centers and Libraries
ICT:	Information and Computing Technology
ISB:	Information Seeking Behavior
IT:	Information Technology
Max:	Maximum
MLA:	Member of Legislative Assembly
MP:	Member of Parliament
OBC:	Other Backward Caste
RAJ:	Rajasthan
RLD:	Rashtary Lokdal
SC:	Schedule Caste
SKEW:	Skewness
SP:	Samajwadi Party
SPSS:	Statistical Package for the Social Sciences
ST:	Schedule Tribe
StDev:	Standards Deviation
TV:	Television
UK:	United Kingdom
UP:	Uttar Pradesh
USA:	United States of America
WWW:	World Wide Web

CHAPTER-I

Introduction and Conceptual Framework of the Study

1.1. **Introduction**

1.2. **What Is Information**

1.3. **Terminology**

- **1.3.1 Information**
- **1.3.2 Information seeking**
- **1.3.3 Behavior**
- **1.3.4 Information need**
- **Types of Information Need**

1.4 **Information Seeking Behavior**

- **1.3.1 Information Behavior**
- **1.3.2 Information Seeking Behavior (ISB)**
- **1.3.3 Information Searching Behavior**
- **1.3.4 Information Use Behavior**

1.5 **Elements of information seeking behavior**

1.6 **Methods of information seeking**

1.7 **Categories of information seeking**

1.8 **Approaches to information needs**

- **i). Research Approach**
- **ii). Awareness Approach**
- **iii). Like-Dislike Approach**
- **iv). Priority Approach**
- **v). Community Profile Approach and**
- **vi). Interests, Activities and Group membership approach**

CHAPTER-I

Introduction and Conceptual Framework of the Study

1.1 Introduction: Information is power. Where information is concerned, there are the haves and the have not, the information rich and the information poor. People go bankrupt and even lose their money (all) in the pursuit of information. Thus we are no strangers to the power of information. Every step of our lives depends upon it [1].

Information is a basic resource as well as a link between varieties of activities in societies. Information leads to knowledge. Knowledge is a pre-requisite for wisdom which when applied judiciously, contributes to prosperity in diverse areas of human activities- academic, social and industrial, the world has now moved from the industrial revolution into the information revolution [2].

Knowledge	(finished product e.g. cloth)
Information	(inter-mediatory e.g. yarn)
Data	(Raw material, unprocessed e.g, cotton)

1.2 What Is Information: The term 'information' is extensively used in the fields of education, psychology, linguistics, electronics, statistics, journalism, philosophy, documentation library sciences, documentation science and information science etc. It is used with a variety of meanings, some identify it with communication over transmission lines, measured by the statistical properties of signals, some identity it with recoded facts, some with the content of text, some with the experience stored in human mind; Therefore,

Information is,

A property of data resulting from or produced by a process performed upon the data. The process may be simple, may be simply data transmission. It may be data selection. It may be data organization, it may be data analysis.

Information is the product of human brain in action. It may be abstract or concrete. It may be obtained by processing of data.

Some attempts at defining the term 'information' are: - "information is any stimulus that reduces uncertainty." Shannon and Weaver [3]

Ching- Chih Chen and Peter Hernon [4] *define information as,* "all knowledge, ideas, facts, data, and imaginative works of mind which are communicated formally and /or informally any format."

According to Brooks: Knowledge is selects of many bits of information and as more information is added to the existing knowledge structure, it gets modified. His views are expressed by the following equation. [5]

$$\Delta 1+(S) \rightarrow (S+ \Delta S)$$

Where, S is the knowledge structure modified by the information input 1, to bring forward totally next knowledge structure (S+ ΔS).

Bell says –"information is news, facts, statistics, reports, legislation, tax codes, judicial decisions and resolutions [6].

The notion of information is one of the basic concepts. Researchers study several ideas of it and every one of the two polar types with more or less admissions. The first approach proposes to consider information as objective and user as something like an input-output device for information without any impact on its sense at that level. The nature of information use does not defend on circumstances of this process. The second approach event and processes, views information as something created by a man on the basis of some received data and his own knowledge. In this case, the sense of created information depends on conditions of its formation and author, i.e.; on context problem-solving processes.[7]

Information is recoded or communicated knowledge gained by man through experience, observation and experiments.

Information is the product of human brain in action. It may be abstract or concrete. (Prasher, 2003) [8]

1.3 Terminology

The terms 'Information' 'Seeking' and 'Behavior' seem to be very familiar yet also confusing because of the many existing definitions. We shall adopt working definitions for this dissertation.

1.3.1 Information-

"Information is regarded as a collection of raw data, consisting of symbols, signs, signals and surrogates that can be compiled into messages (text, audio, images or digital) for communications." [9]

According to Oxford English Dictionary, "information is an assemblage of data in a comprehensible form recorded on paper or some other medium and capable of communication". [10]

"An assemblage form of data in a comprehensible form capable of communication". [11]

1.3.2 Information seeking – is a conscious effort to acquire information in response to a need or a gap in your knowledge.

Seeking is an expression of want, demand, need or requirement that entails looking for or fetching of items or information.

According to Cambridge English Dictionary "Seeking is to inquire about or request (something)" [12]

According to Oxford English Dictionary seeking means "to go in search or quest of try to find, look for, either a particular object or place or an indefinite object suitable for a particular purpose"[13]

1.3.3 Behavior –

"Behavior is normally associated with the psychological and emotional status, dynamics and paradigm of an individual or organization in relation or reaction to internal and external stimuli." It is expressed through attitude, beliefs, ideology, emotions, feelings, tastes and values, among other internally or spiritually driven expressions [14].

According to Webster English Dictionary the word behavior means "the manner in which a thing acts under specified condition or circumstances or in relation to other things"[15]

"Behavior as a psychological term to the response of an organism to a stimulus"[16]

1.3.4 Information need - is a recognition that your knowledge is inadequate to satisfy a goal that you have. 'Information need' is an abstract concept, used to answer query why people seek, gather and use information. The concept "information needs" has been proved to be an elusive one, difficult to define, isolate and measure. Needs can be described as expressed or unfelt needs, the latter being the most difficult to identify. [17]

Different types of needs also may be identified based on the stage of a project or activity. Information needs of an individual in an organization differ depending upon their respective functions and tasks, the level of knowledge and experience, their particular interest and need to satisfy which they seek information.

- A user's state of mind, in which it is influenced by the future goal that is desired.

- Need is discovered only by inference from user's behavior.

Types of Information Need

- General Category
- Need for new information
- Need to clarify the acquired information
- Need to confirm the acquired information: Cognitive Information Need
- Need to clarify beliefs & values
- Need to confirm beliefs & values: Need to Build One's Knowledge of Subject
- To know what's happening(Orientation)
- To check whether they are on right track((Reorientation)
- To solve a problem Or form an Opinion

1.4 Information Seeking Behavior

Information seeking is one of our most elemental activities. If we consider this seemingly simple thing, 'information seeking behavior', we can see that it fundamentally underpins almost every other behavior that we undertake. Whenever

we do something that is more than a mere action, we need to think about how we will proceed. Typically, we first search our internal memory to find the required information. The next step may be to either ask someone, or to refer to some written record. If the search is more complex, we may search a series of sources or engage with an expert to provide advice.

This process of information seeking has seen the development of files, databases, libraries and various experts to facilitate it. However, recently, the most significant change since the development of moveable type has occurred in how information is recorded, produced and transmitted. Information Seeking is now digital, and thus the form is no longer represented by or existing as predetermined physical artifact. The form it takes is now a matter of almost a matter of complete choice.

Information seeking forms an important part of many human activities, ranging from decision making and problem solving to resource allocation and system management. While many different models of information seeking have been proposed (Brown, 1991) [18] implicit in most of them is the assumption that the information seeker is an individual.

The study of Information Seeking Behavior (ISB) can be dated back to the late 1940s. Since that time a large number of studies have came out on the various aspects of Information Seeking Behavior (ISB). There is considerable amount of literature on the Information Seeking of Political leader and political party, which has been extensively reviewed.

Definition: The phrase "Information Seeking Behavior" has been defined variously by different authors. The following definition of Information Seeking Behavior will however make the concept clearer.

Information Seeking Behavior refers to "Any activity of an individual that is undertaken to identify a message that satisfies a perceived need." In other words we can say that a manner in which a user conducts himself in relation to a given information environment. It is, therefore, regarded as essentially, a process of interaction between the user and the rest of the information system."

With the growth of information deluge, each one needs information of increasing variety and diversity of level, frequency, volume and use. This complex situation appears to be ambiguous and heterogeneous as the information needs of particular groups of users and information flow from a specific situation or organization are difficult to determine. Again the use of information is so complex that there cannot be a single system to cope up with the task of effective retrieval without assessing their specific needs. This situation has given rise to the growth concept of information searching and the manner of determining the pattern of searching is said to be Information Seeking Behavior (ISB).

1.4.1 Information Behavior is the totality of human behavior in relation to sources and channels of information, including both active and passive information seeking, and information use. Thus, it includes face-to- face communication with others, as well as the passive reception of information as in, for example, watching TV advertisements, without any intention to act on the information given.

1.4.2 Information Seeking Behavior (ISB) is the purposive seeking for information as a consequence of a need to satisfy some goal. In the course of seeking, the individual may interact with manual information systems (such as a newspaper or a library), or with computer-based systems (such as the World Wide Web).

1.4.3 Information Searching Behavior is the 'micro-level' of behavior employed by the searcher in interacting with information systems of all kinds. It consists of all the interactions with the system, whether at the live of human computer interaction (for example, use of the mouse and clicks on links) or at the intellectual level (for example, adopting a Boolean search strategy or determining the criteria for deciding which of two books selected from adjacent places on a library shelf is most useful), which will also involve mental acts, such as judging the relevance of data or information retrieved.

1.4.4 Information Use Behavior consists of the physical and mental acts involved in incorporating the information found into the person's existing knowledge base. It may involve, therefore, physical acts such as marking sections in a text to note their importance or significance, as well as mental acts that involve, for example, comparison of new information with existing knowledge.

1.5 Elements of Information Seeking Behavior

Information Seeking Behavior (ISB) is a matter more or less related to the sense making in which the individual chooses an item of information that best fits to his needs.

There are six elements of Information Seeking Behavior:

(a) The conception of Information as objective versus subjective;

(b) Information users as passive recipient or objective information versus purposive, self-controlling and sense making beings;

(c) User of information or Behavior applied across situations versus Behavior understood as the result of dialogue between system and user in which need articulation goes through situationally bound interactions;

(d) The study of users Behavior primarily in the context of user interaction with the system versus holistic approaches that focus on the whole social interaction;

(e) Focus on external Behavior versus internal cognition; and

(f) Concerns that a focus on individual Behavior yields too much variation for systems to integrate versus the need, with Individuality in the user Behavior.[19]

1.6 Methods of Information Seeking

To determine the information seeking strategies of political leaders the study has identified three basic methods of Information Seeking:

Piggy backing; Friendly consultations; and Professional Perpetration

i) Firstly, a user would tend to Piggy back giving information search a low priority. If there were other high priority demands on his or her time;

ii) Secondly a person would be guided by previous experiences;

iii) And finally Professional perpetration tended to be used when one understand the content of question. [20]

1.7 Categories of Information Seeking

People seek information in different ways and for different purposes. Thus, the method of information seeking varies from person to person and situation to situation. Lonnqvist[21]has identified the existence of two types of Information Seeking:

(a) Specific Information seeking with subject acquaintance of the Scholar;

(b) Dependent Information seeking when the subject is new and the scholar is not aware of it.

While the scholar is well aware of the subject, one can undertake Information Seeking in a specific way that suits his/her needs. This is to say that, one can gather reference to literature on the subject in a specific time frame. One can also use the greatest skill in Information Seeking which is normally practiced by experienced scholars.

The second type is confined to either scholars starting to work on a new subject or a new research project which is not known to him or in terms of user is not mature enough in terms of use of information sources.

The above two types of Information Seeking do not always occur in their present form. Individual variations could be seen but it is fair to say that these two main types have crystallized.

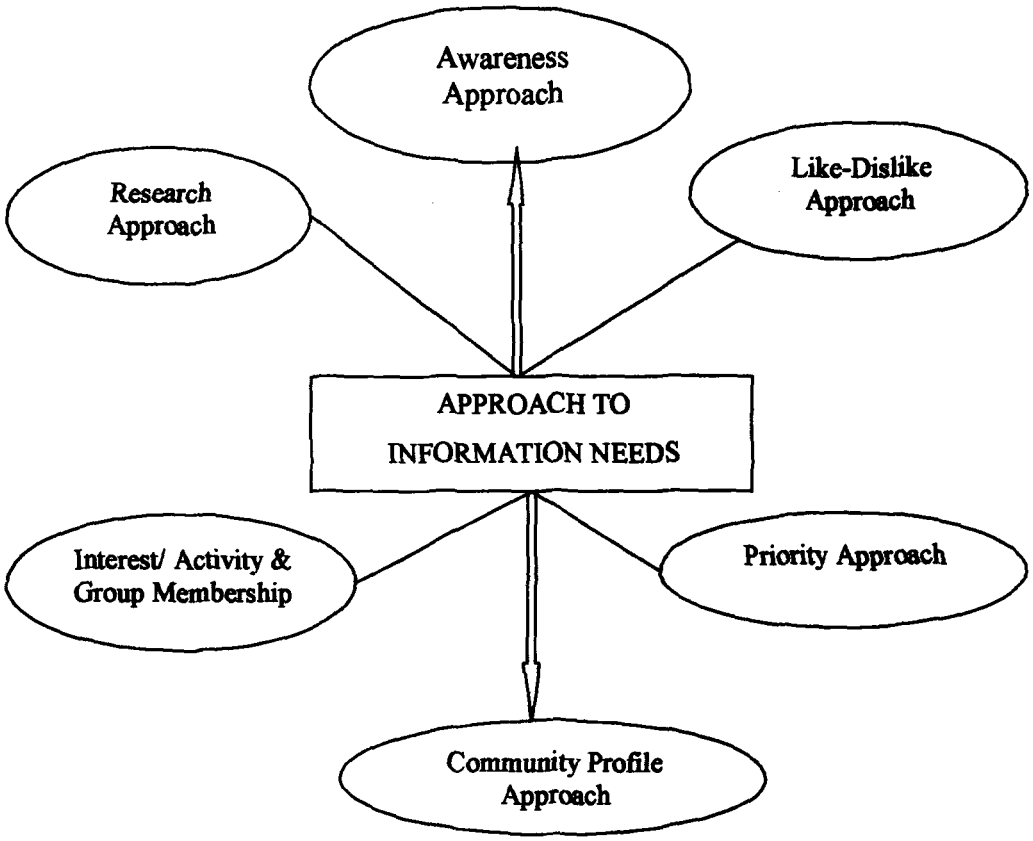


Figure 1: Basic Approach to Information Needs

1.8 Approaches to Information Needs

The literature on information needs and users covers the fundamental terms in a different phenomenon, David Ellis [22] has enunciated the following six basic approaches which is shown in the figure1:

i). Research Approach;

ii). Awareness Approach;

iii). Like-Dislike Approach;

iv). Priority Approach;

v). Community Profile Approach; and.

vi). Interests, Activities and Group membership approach.

According to Wersing and Neveling[23] there are following six approaches to information:

1) **The Structured approach:**

2) **Knowledge approach:** recoding of information through experiences and observation that get collected as knowledge, built on the basis of perception of the structure of the world. Problem is "information" may erroneously be used for the term "knowledge".

3) **Message approach:** contents may be conveyed in the formation of a message. It is concerned with the transmission of symbols representing a message.

4) **Meaning approach:** semantic contents of message are accepted as information.

5) **Effective approach:** information occurs only as a specific effect of a process. It is also called as result approach.

6) **Process approach:** Based on an idea occurring in the human mind when a problem occurs.

These approaches seem to find the strategic issues of information needs and assessment that paved the way for different patterns of use. The problem concerning the user behavior in relation to needs is very often judged by the system. There is a limitation of users' concentration within the system.

1.9 Collaborative Information Seeking

The analysis of Command and Control Support (CCS) [24] study group identified 3 components as being important to the collaborative information seeking activity. Information seeking roles, information seeking patterns, & the context in which the roles and pattern are performed are shown in the figure 2. The first context identified was the collaborative information seeking context, which captures what is collectively known, understood, felt and believed in a social structure. The second context, the organizational context, describes where each participant performing within the collaborative information seeking activity is drawn from.

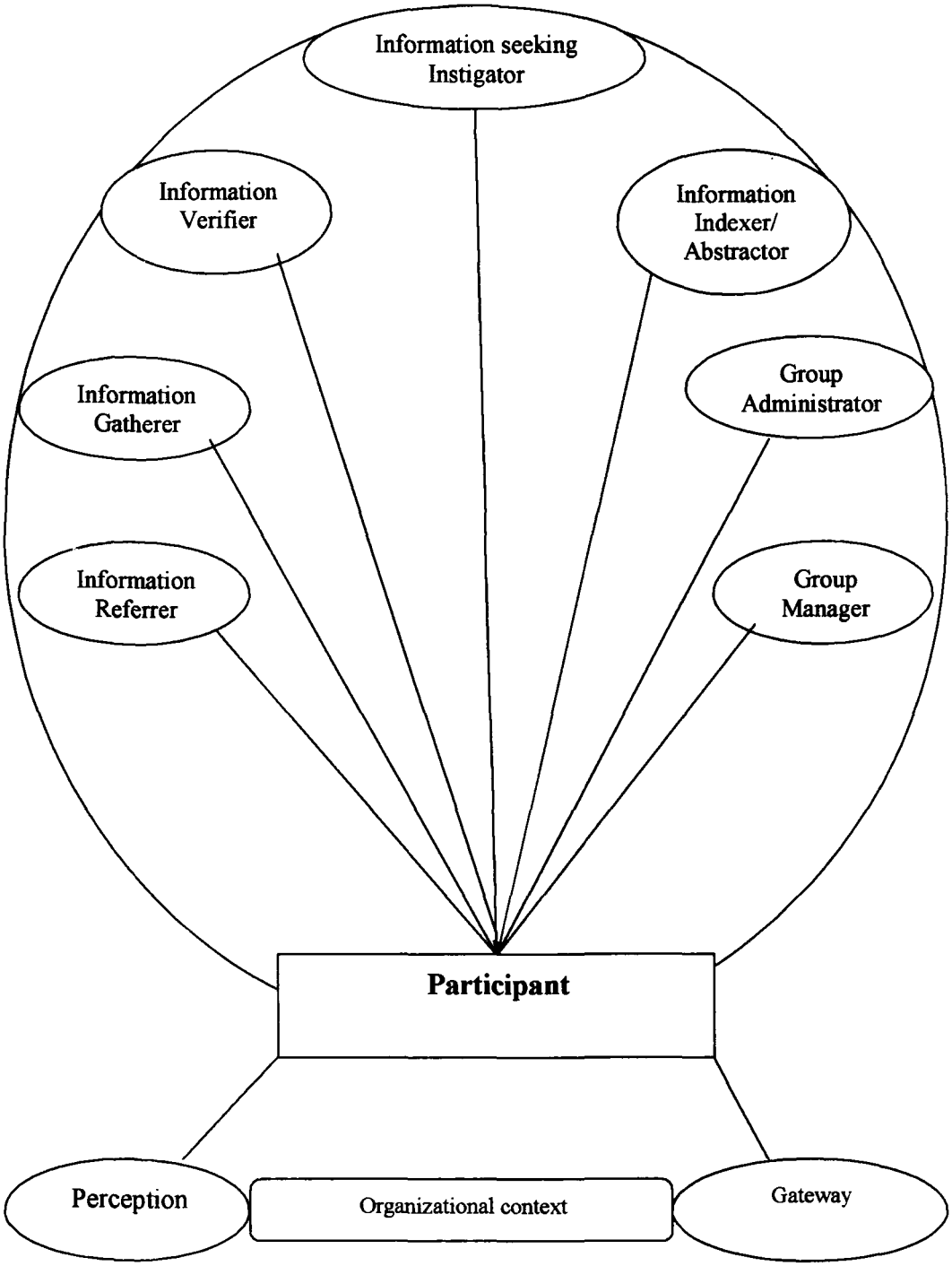


Figure 2: Model of Collaborative Information Seeking

I. Information referrer. The main task of the information referrer is to direct unsolicited information from the participants organizational context into the collaborative information seeking context.

II. Information seeker searches the specific information.

III. Information verifier is to validate the gathered information.

IV. Verification of gathered information is often an implicit part of individual information seeking activities.

V. Information seeking instigator directs the participants to gather specific information.

VI. Information indexer/abstracter acts as a reference librarian and provides indexing abstracting service by providing summaries as well as points to information within their organizational context.

VII. Group administrator encompassed the following activities:

- Cataloging & organizing the information that resulted from the information seeking activities;
- Keeping minutes of the meetings;
- Scheduling meetings; and
- Distribution of collected information.

VIII. Group manager is not directly involved in the collaborative information seeking activity. The key focus is managing the Command and Control Support (CCS) study group.

1.10 Models of Information Seeking Behavior

A model may be described as a framework for thinking about a problem and may evolve into a statement of the relationships among theoretical propositions. A scholar/researcher before making an in depth study on the problem in hand usually demonstrates his curiosity in order to ascertain whether any of his predecessors had carried out research similar to his problem, and if so, any model or theory to that effect has been established. This curiosity not only helps the scholar to conceive an idea during his initial stages of research, but also cautions him about the expected problems, which this scholar might encounter during the course of his investigation.

Besides, such model sometimes acts as path-finders. People have several preferences for seeking information. Even, if it is very often based upon certain hierarchies.

Similarly, political leaders seek information of different situations and circumstances. What is the Behavioral implication related to Information Seeking is a matter that needs detail discussion.

Several in depth studies have been conducted in specific subject areas to determine the information needs and specific traits of Information Seeking Behavior through development of suitable models:

(a) Stigler's Model of Optimization:

During the early 2000 an economist George Stigler [25] had developed Optimizing Models of Information Seeking, in which he proposed the use of the concept of utility maximizing behavior to assess the quantity of Information, people would acquire at different levels of cost and effort. He was awarded Noble Prize in 1982.

(b) Simon's Model of Satisfaction to Information Seeking:

Similarly, satisfaction model concerning Information Seeking designed by Simon [26] in the 1970 emphasizes the extent to which individuals and groups simplify and terminate their work on a problem, not for reasons inherent in the logic of the problem but for practical constraints. He was also awarded Noble Prize in economics in 1978.

(c) Krikelas Alternative Model to Information Seeking:

Krikelas[27] has presented the 'alternative model' to Information Seeking Behavior. Though his model does not elaborately or specifically discuss information seeking behavior, its ultimate value lies in its utility in the design and analysis of future empirical studies.

(d) Mick's Individual Behavior Model:

Mick[28] developed a model on management oriented information research which appears as a very pragmatic approach towards describing and studying Information Seeking Behavior.

(e) Robert's Information Man Model:

Robert's [29] "Information-Man" model is more applied in classical economics where it played a major role in Social Science than on information studies. Though "Information Man" is simple and conservative for the purpose of study of Information Seeking Behavior.

(f) Ellis's Behavior Model:

In the grounded theory approach, Ellis [30] has analyzed a behavior pattern and characteristics of researchers in the field of Social Sciences. This model was employed to recommend for information retrieval system design. Further studies were also concluded modeling information seeking patterns of academics and researchers in Science and Literature at Sheffield [31].

Ellis's Model of Information Seeking

Starting: identifying sources of interest

Chaining: searching backward or forward from sources

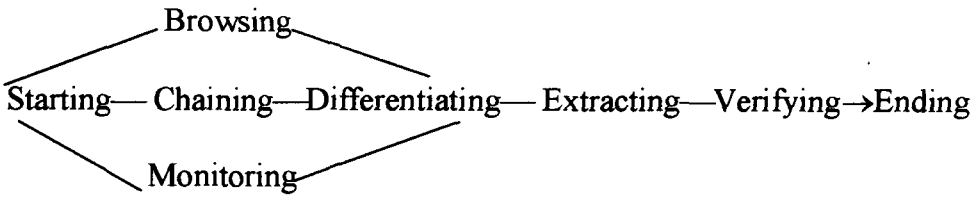
Browsing: semi-directed search in Areas of potential search," e.g. Tables of Content, title lists, subject headings, and so on

Differentiating: filtering and selection of sources by noticing differences between the nature and quality of the Information offered"

Monitoring: remaining current by regular checking of core" sources

Extracting [sic] — "systematically working through . . . sources in order to identify material of interest"

Figure 3



Of the features, Ellis notes that, 'the detailed interrelation or interaction of the features in any individual information seeking pattern will depend on the unique circumstances of the information seeking activities of the person concerned at that particular point in time' [32] (p. 178). However, it is clear that 'starting' must initiate a process and that 'ending' must end it. It also seems reasonable to suggest that 'verifying' is a penultimate stage in a process and that 'extracting' must follow on from a specific search behavior such as 'browsing'. Indeed, drawing attention to this fact leads to the conclusion that 'extracting' is not an information behavior of the same kind as 'browsing', or 'chaining' or 'monitoring', and further suggests that 'differentiating' is also a different kind of behavior: browsing, chaining and monitoring are search procedures, whereas differentiating is a filtering process and extracting may be seen as an action performed on the information sources. If these points are accepted, it is then possible to suggest a diagrammatic presentation of the model, as in above figure 3.

(g) Wilson's model of information behavior and 'Work role' Model:

Wilson [33] however has a different but pragmatic view on discussing a model. In his opinion, humans' personal needs are at the root of motivation towards Information Seeking Behavior. These needs emerged due to different roles the individual plays in social life. The 'work role' is most important which is applied in different activities, responsibilities and achievement of an individual especially in an organizational setting. The work role generated some cognitive needs which again leads to effective needs. The ultimate result is the emergence of a pattern of information seeking behavior.

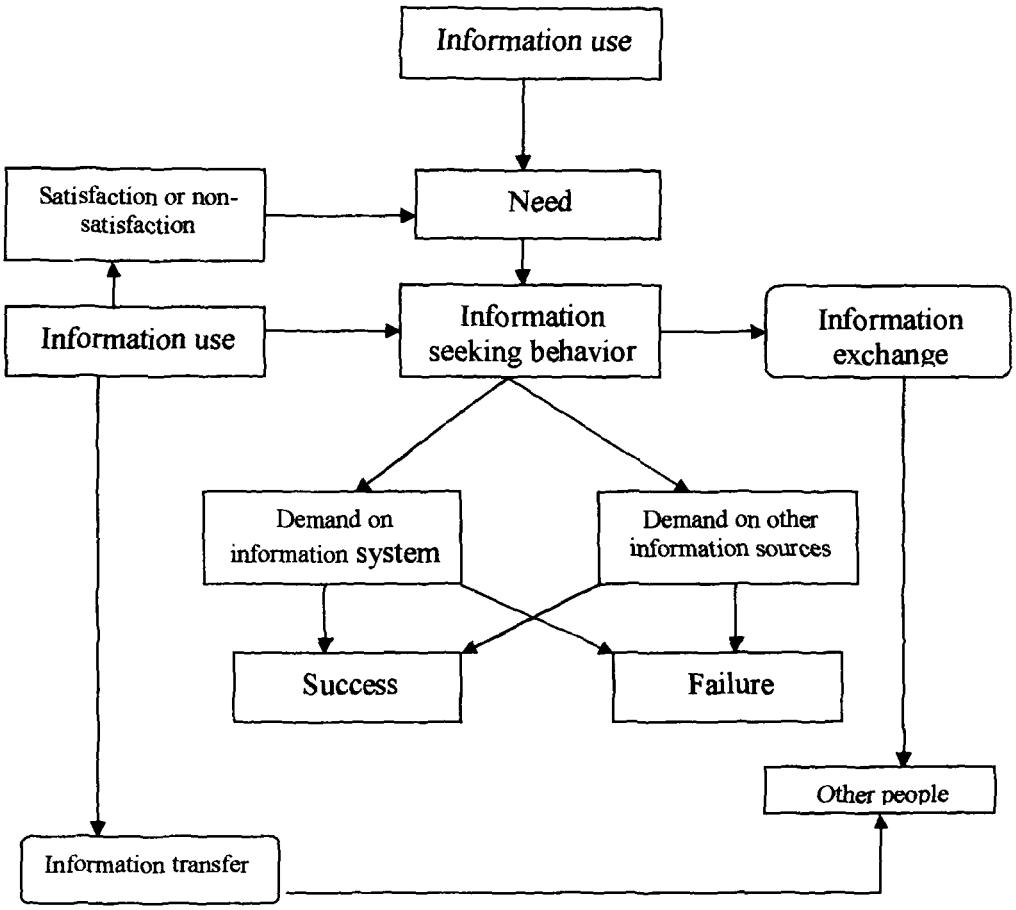


Figure 4: Wilson's model of information behavior Work role model

Information behavior: Models of information behavior, however, appear to be fewer than those devoted to information-seeking behavior or information searching. Figure 4 is a variation on Wilson's model of 1981 [34].

The aim of this model was to outline the various areas covered by what the writer proposed as 'information-seeking behavior', as an alternative to the then common 'information needs', but it is clear that the scope of the diagram is much greater and that it attempts to cover most of what is included here as 'information behavior'.

The model suggests that information-seeking behavior arises as a consequence of a need perceived by an information user, who, in order to satisfy that need, makes demands upon formal or informal information sources or services, which result in

success or failure to find relevant information. If successful, the individual then makes use of the information found and may either fully or partially satisfy the perceived need – or, indeed, fail to satisfy the need and have to reiterate the search process. The model also shows that part of the information seeking behavior may involve other people through information exchange and that information perceived as useful may be passed to other people, as well as being used (or instead of being used) by the person himself or herself.

Wilson, s 1981 second model of 1981: Wilson's second model of 1981 is based upon two main propositions: first, that information need is not a primary need, but a secondary need that arises out of needs of a more basic kind; and second, that in the effort to discover information to satisfy a need, the enquirer is likely to meet with barriers of different kinds. Drawing upon definitions in psychology [35], Wilson proposes that the basic needs can be defined as physiological, cognitive or affective. He goes on to note that the context of any one of these needs may be the person him- or herself, or the role demands of the person's work or life, or the environments (political, economic, technological, etc.) within which that life or work takes place. He then suggests that the barriers that impede the search for information will arise out of the same set of contexts.

This model is shown in a simplified version (which also shows the search behaviors defined by Ellis [36] in Figure 3). Wilson's model is clearly what may be described as a macro-model or a model of the gross information-seeking behavior and it suggests how information needs arise and what may prevent (and, by implication, aid) the actual search for information. It also embodies, implicitly, a set of hypotheses about information behavior that are testable: for example, the proposition that information needs in different work roles will be different, or that personal traits may inhibit or assist information seeking. Thus, the model can be regarded as a source of hypotheses, which is a general function of models of this kind.

The weakness of this model is that all of the hypotheses are only implicit and are not made explicit. Nor is there any indication of the processes whereby context has its effect upon the person, nor of the factors that result in the perception of barriers, nor of whether the various assumed barriers have similar or different effects upon the motivation of individuals to seek information. However, the very fact that

the model is lacking in certain elements stimulates thinking about the kinds of elements that a more complete model ought to include.

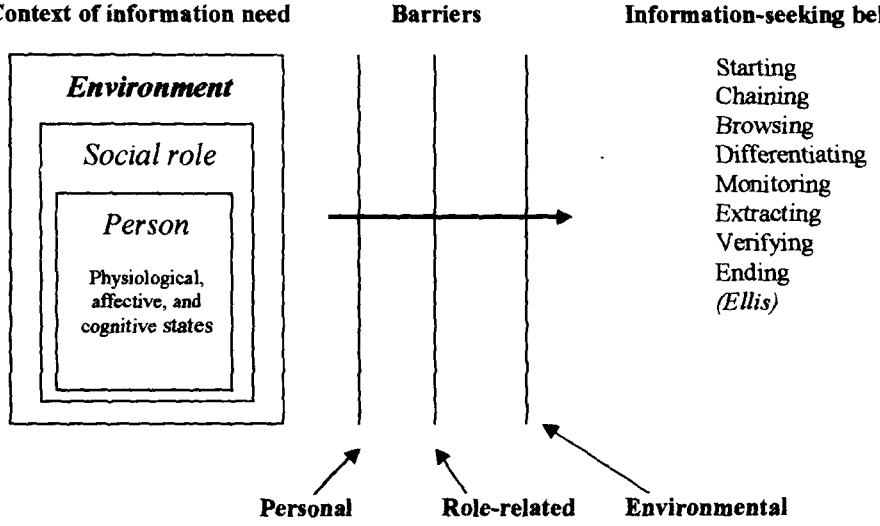


Figure 5: Wilson's model of information-seeking behavior

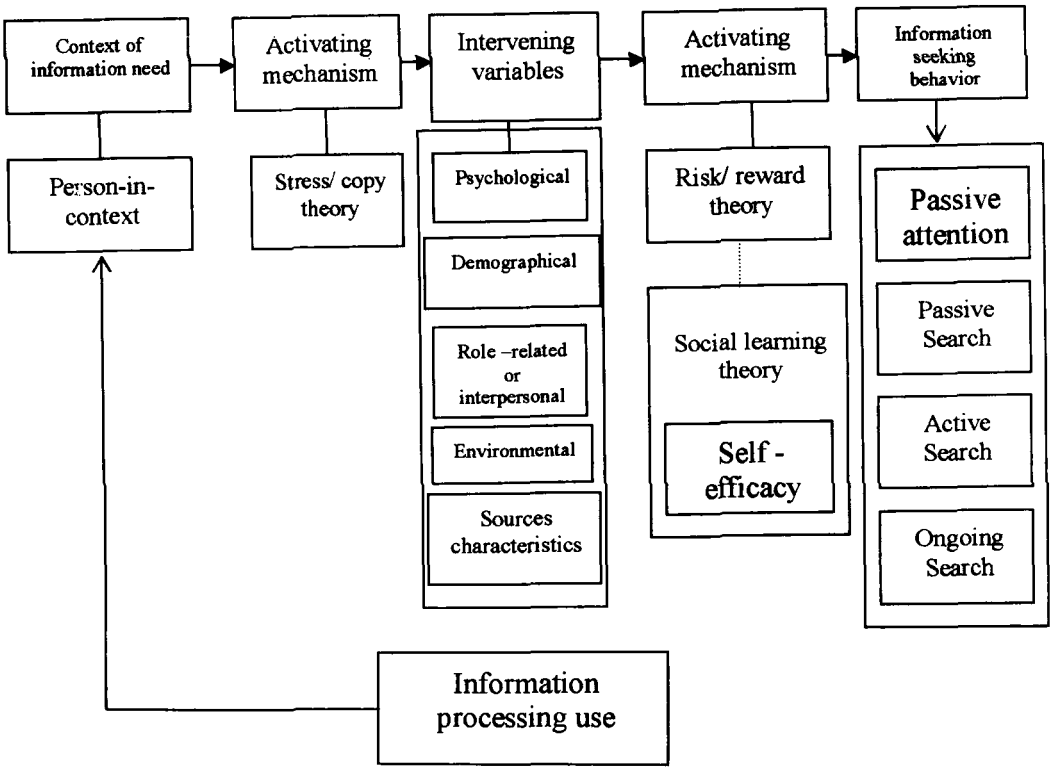
Wilson, 1996: Wilson's 1996 [37] model (Figure 6) is a major revision of that of 1981, drawing upon research from a variety of fields other than information science, including decision-making, psychology, innovation, health, communication and consumer research.

Thus, the models of Wilson and of Ellis are intended to function at different levels of the overall process of information seeking and this fact is demonstrated by the ability to nest one within the other.

The basic framework of the 1981 model persists, in that the person in context remains the focus of information needs, the barriers are represented by 'intervening variables' and 'information-seeking behavior' is identified. However, there are also changes: the use of the term 'intervening variables' serves to suggest that their impact may be supportive of information use as well as preventive; information- seeking behavior is shown to consist of more types than previously, where the 'active search' was the focus of attention; 'information processing and use' is shown to be a necessary part of the feedback loop, if information needs are to be satisfied; and three relevant theoretical ideas are presented: stress/coping theory [38], which offers possibilities for explaining why some needs do not invoke information-seeking behavior; risk/reward theory [39, 40], which may help to explain which sources of

information may be used more than others by a given individual; and social learning theory, which embodies the concept of 'self-efficacy', the idea of 'the conviction that one can successfully execute the behavior required to produce the [desired] outcomes'[41]. Thus, the model remains one of macro-behavior, but its expansion and the inclusion of other theoretical models of behavior make it a richer source of hypotheses and further research than Wilson's earlier model.

Figure 6: Wilson's 1996 model of information behavior 'Work role' Model



We can also attempt to relate this model to the others discussed hare. It is fairly obvious that the models of both Ellis and Kuhlthau (discussed below) relate to the active search mode of information-seeking behavior and provide, in effect, an expansion of that box in the diagram above. Dervin's[42] model is completely different in character, since its aim is to provide a framework for exploring the totality of information behavior from the exploration of the context in which information needs arise to the means whereby that need is satisfied, whether through active searching or otherwise. In effect, it is a model of a methodology, rather than a model of a set of activities or a situation.

(h) Kuhlthau's Model of the Information Search Process

Initiation: beginning the process, characterized by feelings of uncertainty and more general ideas with a need to recognize or connect new ideas to existing knowledge.

Selection: choosing the initial general topic with general feelings of optimism by using selection to identify the most useful Areas of inquiry.

Exploration: investigating to extend personal understanding and reduce the feelings of uncertainty and confusion about the topic and the process.

Formulation: focusing the process with the Information encountered accompanied by feelings of increased confidence.

Collection: interacting smoothly with the Information system with feelings of confidence as the topic is defined and extended by selecting and reviewing Information.

Presentation: completing the process with a feeling of confidence or failure depending on how useful the findings are (Kuhlthau 1991) [43].

The various models of information behavior, information-seeking behavior and information searching represent different aspects of the overall problem: they are complementary, rather than competing, as Figure 5 suggests. The key questions for research, therefore, are:

⇒ To what extent are the different models complete, or reasonably complete representations of the reality they seek to model?

⇒ In what ways are the models complementary; that is, how does knowledge of one level of analysis aid another?

⇒ Specifically, in the case of information-searching behavior; how does knowledge of modes of information-seeking behavior aid our understanding of the search process, if at all?

Research to answer the last question might best focus on projects that take a view of information searching as a complex process embedded in the broader perspective of information-seeking behavior, and information behavior in general,

rather than on the micro-level of analysis that is typical of the dominant paradigm of information retrieval research.

1.11 Research on Information Seeking Behavior

Research on information seeking behavior is on the rise. With the growth of multi disciplinary subjects and interest of researchers of new micro subjects, there appears a tremendous increase of special users in libraries and information centers. To cope with the task of providing satisfactory library and information services, it is always desirable to make a close look at the information users. Hence, library intermediaries have started to undertake several research works on information needs and seeking behavior of their users at different levels.

Information needs and users have contributed a lot to the research discourse on information seeking behavior. Attempts have been made to relate specific variables to particular pieces of information seeking behavioral patterns. A good number of articles have also seen presented which are devoted to in-depth analysis of behavioral components of information uses. Still a renewed endeavor seems imperative in order to discover some of the important issues that remain hidden and possibly unexplored.

1.11.1 Political Attributes

Very few studies in the information-seeking literature elaborate on subjects' Political attributes such as political information system, voting behavior, political communication pattern, political information managements, political information use, role of information in political arena, need of the information in public administration, ethnicity, race, education, gender, age, income, international and local impact. This is partly due to the fact that variance on some of these factors is often not present in the samples used by researchers to study related questions. Most studies in information seeking have traditionally looked at academics, students or university library patrons, because these populations are readily available for study.

1.12 Problem of study:

Researcher examines the development of the concept of information seeking behavior in Indian liberal democratic, social republic, sovereign and federal state – predominantly the Indian states of Uttar Pradesh and Rajasthan. In addition, the

investigator illustrates importance and increasing dominance of information technology within the framework of Indian national political information behavior practice with the comparative study of two major India state Uttar Pradesh and Rajasthan

1.12.1 Problem in information seeking behavior study:

A number of concerns, problems, barriers and difficulties were reported in information seeking study.

A. Problems in information resources

I. Information is of limited quantity.

II. Information is hard to find and use.

III. Information on the internet in unsatisfactory, "web is very confusing, lots of junk takes too much time to wade through it all"

B. Information is overabundant

C. problems with users: All respondents don't return the questionnaire. Most respondents are not cooperative.

1.13 Brief overview of the study

- **Need and Significance of the Study**
- **Selection of Problem**
- **Definitions of terms**
- **Objectives**
- **Hypotheses**
- **Methodology**
- **Tools used for the study**
- **Scope and Limitations of the study**
- **Data Analysis Method**

1.13.1 Need and Significance of the Study: In a democracy people are ruled by their elected representatives. A legislator may take wrong, costly, sometimes even dangerous, decisions for a whole state/nation if he is not provided with adequate and reliable information. As stated by Orton et al. (2000) [44] in their study, MPs (public representatives here) are expected to be knowledgeable about a wide variety of issues. While their information need is frequently unpredictable and reactive. It is obvious, if we want to speed up the pace of development of our state, we have to provide current, speedy, relevant, and exhaustive information to our elected public representatives. Public representatives (MPs/MLAs) are the policy makers. The development of a nation depends upon sound policies. Therefore, it is essential to provide current and retrospective information to *Members of Legislative Assembly* (MLAs) (public representatives). For a better understanding of the information needs of a group the user study is essential. MLAs in Uttar Pradesh and Rajasthan hardly ever visit the library and they are not aware of the availability of requisite information. They normally use hit and miss methods to obtain information. Hence, it is necessary to investigate the information seeking behavior of MLAs of Uttar Pradesh and Rajasthan so as to improve and develop an information system which fulfils the day to day information needs of the legislative member (public representatives) in the main political states of India. Both the states also play a role in central government making in India.

Information is the currency that every politician requires to participate in the life and governance of society. The greater the access of the politician to information, the greater would be the responsiveness of government to community needs. Alternatively, the greater the uninformed that are placed on power, positions the greater the feelings of 'powerlessness' and 'alienation'. Without information, politicians cannot adequately exercise their duties and responsibilities as politician. Political behavior of state information is a national resource.

1.13.2 Selection of the Problem:

The problem for the present study is entitled "Information Seeking Behavior of the Members of Legislative Assembly of Uttar Pradesh and Rajasthan: A comparative study".

DEFINITIONS OF TERMS:

Information: 1. A collection of facts from which conclusions may be drawn.

2. Knowledge acquired through study or experience or instruction.

3. Knowledge of the specific and timely events or situations; news.

Seeking: 1. The act of searching for something.

2. An attempt to acquire or gain something.

3. Try to locate or discover or try to establish the existence of.

4. Trying to obtain

5. Seeking means is expressions of want, demand, need or requirements that entails looking for or fetch an item or information.

Behavior: 1. Manner of acting or controlling yourself;

2.The action or reaction of something (as a machine or substance) under specified circumstances; i.e. "the behavior of small particles can be studied in experiments"; (behavioral attributes) the way a person behaves toward other people; (psychology) the aggregate of the responses or reactions or movements made by an organism in any situation.

Members: 1. One of the persons who compose a social group (Especially individuals who have joined and participates in a group organization). i.e. "the library was a member of the interlibrary loan association"; "India is a member of the United Nations"; "a member of the faculty";

2. Anything that belongs to a set or class

Legislative: Persons who make or amend or repeal laws

Assembly: A public facility to meet for open discussion; a group of persons gathered together for a common purpose; the social act of assembling.

Legislative Assembly: 1. The supreme deliberative assembly of the Indian states.

2. An official assembly having legislative powers.

3. The Legislature of the Indian States Government

4. The lower house of the Indian States Assembly.

Member Legislative Assembly (MLA): Elected public representatives of Indian states Assembly. ***Vidhan Sabha*** **(Legislative Assembly).**

2. An elected member of the Indian States Legislative Assembly: a member of the Legislative Assembly **(Vidhan Sabha)**.

Uttar Pradesh: States of Indian union.

Rajasthan: States of Indian union.

Comparative: 1. Measured or judged by how similar or different it is to something else.

2. Connected with studying things to find out how similar or different they are: a comparative study of the political systems of two states.

Study: 1. According to Oxford English Dictionary "To examine and ascertain the conditions, situation or value of for formally or officially".

2. A detailed critical inspection.

3. A composition intended to develop one aspect of the performer's technique

1.14 Conclusion: this chapter has dealt with of the 'introduction and conceptual framework of the study', meaning and definition of information, information seeking, information seeking behavior (ISB), theory of information seeking behavior, deferent kind of model of ISB, research on information seeking behavior, political attributes, problem of study, need and purpose of the study and statement of problem.

Information environment is very complex. In order to retrieve desired information of the users, the information intermediary has to adopt certain behavioral strategies to make the system effective. ISB is one such approach that identifies the basic requirements that the users' need.

While studying ISB, it is essential to know its various categories and methods so that the real picture of users' perception is visualized. However, to run the library and information system smoothly, it is ISB which is required to adopt on priority basis to make the system successful.

As modern civilization enters the twenty-first century it is now commonly recognized that a post-industrial age is on us delivering with it the so-called "information age" whereby information not only constitutes the very foundations of most work, but more significantly has now transformed into a primary political resource or commodity.

Ultimately, information shows unique characteristics when compared to other resources because it essentially represents the genesis of human thought, and is heterogeneous and intrinsically intangible.

Chapter two defined the area of the study. Chapter three presents a review of the retention-related literature. Chapter four will discuss the methodology the researcher used to undertake this improvement-oriented utilization-focused evaluation. Chapter five will analyze the data from the study, while chapter six will outline the findings and recommendations. Appendices which include a questionnaires, Hindi or English version.

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CHAPTER-II

Study Area, Constitutional Setup of State in India

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Study Area, Constitutional Setup of State in India

2.1 Introduction: in this chapter researcher taken into account study area were the topics of the research taken. In this chapter investigator have been defined the study area, about the Indian state, rule of the state, geography, political system, fact and file of the study area (Uttar Pradesh and Rajasthan).

India, a union of states, is a Sovereign, Secular, and Democratic Republic with a Parliamentary system of Government. The President is the constitutional head of Executive of the Union. In the states, the Governor, as the representative of the President, is the head of Executive. The system of government in states closely resembles that of the Union. There are 28 states and 7 Union territories in the country [1]. Union Territories are administered by the President through an Administrator appointed by him. From the largest to the smallest, each State/UT of India has a unique demography, history and culture, dress, festivals, language etc.

The State

- Executive
    - Governor
    - Council Ministers
- Legislature
    - Legislative Council
    - Legislative Assembly
- Judiciary
    - High Courts
    - District Courts
- State legislative Committees
- Administrative Set-up
    - Cabinet Secretariat
- Public Services
    - State Services
    - State Secretariat

- State Public Service Commission (UPSC)
- Staff Selection Commission (SSC)

- Official Language
- Comptroller & Auditor General
- Administrative Reforms & Public Grievances

Figure 2.1: Map of India

2.2 The State

2.2.1 Executive: The state Executive consists of the Governor and Council of Ministers with the chief Minister at the head to aid and advice the Governor [2].

2.2.2 Governor: The executive power of the State is vested in the Governor [3] as it is exercised by him either directly or through officers subordinates to him according to the constitutional provisions. The Governor is appointed by the President of India and has to be a citizen of India. He/She should not be less than 35 years of age. The Governor holds office at the pleasure of the President. Normally, his term is five years from the date he assumes office. But he can hold office even after the expiry of his term till assumption of office by his successor. The Governor cannot be a member of either of the two Houses of Parliament or any House of the Legislature. He also cannot hold any office of profit and can use his official residence without payment of any rent. Besides, he is also entitled to such pay, allowances and privileges as prescribed by parliament by Law from time to time. In the absence of such a Law he is entitled to such pay, allowances and privileges as specified in the Second Schedule of the Constitution.

2.2.3 Council of Ministers: There is a Council of Ministers[4] headed by the Chief Minister[5] to aid and advise the Governor in conduct of the business of the government. Barring such matters which are to be decided by the Governor in his discretion under the Law, the Council assists him in all the remaining business. If any question arises as to whether any subject fall within the purview of the Governor's discretionary power, his decision taken in his discretion will be final and cannot be questioned. The Chief Minister is appointed by the Governor who also appoints other ministers on the advice of the Chief Minister. All the ministers function during the pleasure of the Governor. The Council of Ministers is collectively responsible to the Legislative Assembly [6] before a minister assumes office; he is administered oath of office and secrecy by the Governor as per form prescribed in the Third Schedule of the Constitution. Any minister who does not become a member of the Legislature for six consecutive months ceases to be a minister after the expiry of the six month period. The ministers are entitled to such pay and allowances as may be fixed by the Legislature by law from time to time. They are also entitled to other perquisites, including free furnished residence, & traveling and medical facilities.

All the executive business of the State is carried on in the name of the Governor. The Chief Minister has to inform the Governor about all the decisions taken by the Council of Ministers in regard to administration as also require the Council of Ministers to reconsider any matter on which a unilateral decision has been

taken by a minister. The Governor has been made a component part of the Legislature under Article 168 of the Constitution and has been assigned certain functions. He summons both or either of the Houses of Legislature and also prorogues them. He is also empowered to suspend or dissolve the Legislative Assembly. After each general election and thereafter before the commencement of the first session of the Legislature each year, the Governor addresses the joint session of both the Houses and apprises them of the business for whose disposal of which the session of the Legislature has been summoned. He can send messages to any House of the Legislature in connection with any bill matter pending in it. The House to which such a message is sent has to consider it as per convenience. The Governor gives assent to the bills passed by the Legislature or may reserve it for the assent of the President. Without assent no bill can become an Act.

Each year the Governor causes the annual financial statement of the concerned year, the report of the Public Service Commission, and the report of the Comptroller and Auditor General of India, pertaining to the accounts of the State, to be laid on the table of both the Houses of the Legislature. He is also empowered to promulgate ordinances when the Legislature is not in session and he is satisfied that the situation requires immediate action. The ordinances thus promulgated have to be placed before the Legislature as soon as it meets and are subject to its approval or disapproval.

2.3 Legislature

2.3.1 Legislative Council [Vidhan Parishad](Upper House)

The Legislative Council consists of members according to state population. Members represent deferent section of the society and few members are nominated by the Governor. Elections to the Legislative Council are indirect; members are elected by the elected concerned states. The Legislative Council is not subject to dissolution, one third of its members retire every second year [7].

2.3.2 Legislative Assembly [Vidhan Sabha] (Lower House)

The Legislative Assembly is composed of representatives of the people chosen by direct election on the basis of universal adult suffrage. Unless dissolved under unusual circumstances, the term of the Legislative Assembly is five years [8].

2.3.3 Rules of the House: The Legislative Assembly has the power to frame rules for regulating and laying down the procedure for the conduct of its business. All the matters coming before the House are decided by a majority vote. The quorum of the House is one-tenth of its membership. The business of the Legislative Assembly is conducted by the Speaker and in his absence by the Deputy Speaker. Both of these are elected by the members by a majority of votes. The main business of Legislative Assembly is to enact laws, grant money for Government expenditure and exercise control over the activities of the Government through debates and raising matters of urgent public importance [9].

The Language of the House is Hindi [10] in ***"Devanagri"*** script. Legislative matters are placed before the House with the permission of the House in the shape of official or non-official bills. After this, the bill is taken up either for consideration of the House directly or referred to a Select or Joint-Select Committee. If the bill is passed after clause by clause consideration by the House, it is sent to the ***Vidhan Parishad*** which may either reject or pass it with amendments. In any case, the Legislative Assembly may pass the bill with or without amendments. In case the bill so passed for the second time is rejected or passed with amendments to which the Legislative Assembly does not agree or is kept pending for a period upto one month by the ***Vidhan Parishad,*** the bill is deemed to have been passed by both the Houses of the Legislature and sent to the Governor for his assent. But no money bill [11] can be kept pending by the ***Vidhan Parishad*** for more than 14 days from the date of its receipt and if it is kept pending so, it will be deemed as passed by both the Houses and sent to the Governor for his assent. Budget estimates are put to the vote of the House. According to rules, the House can take 5 days for general debate on the estimates and another 24 days for passing them. The estimates are put before the House for sanction by the ministers on the recommendation of the Governor. They are in shape of demand of grant department-wise. The opposition can move cut motion on these demands. The Constitution has made provision for introduction of proposal for supplementary or additional grants in the House if the expenditure exceeds sanctioned House Committees.

The House has not enough time to deal with every matter that comes before it or to examine it in detail. So, it works through the Committees. There are committees to deal with Legislation matters like the Select Committee on bills or the Delegated

Legislative Committee which examines rules, regulations and by laws framed by the Government under-powers vested in it under the various Acts and the Constitution. Besides, the House has three important Financial Committees-- the Estimates Committee, the Public Accounts Committee, and the Public Undertakings and Corporation Committee. The Estimates Committee examines the estimates presented in the House. The Public Accounts Committee examines the reports of the Comptroller and Auditor-General of India relating to this State and sees to it whether the money spent was actually available or not and had been spent for the purpose for which it was earmarked by the House. In view of the need for ensuring accountability of public undertakings to the Legislature and the same time preserving their autonomy, the Public Undertaking Committee examines their working and gives them directions so that they may function efficiently, economically and without any unnecessary interference from the Government.

Special Committees Besides these Legislative and Financial Committees, there are other committees to assist in the conduct of the business of the House. The Assurance Committee examines the assurances given by the Government in the House; the Privileges Committee examines cases of violation of privileges raised in the House, while the Petition Committee looks into the petitions submitted to the Legislative Assembly by the people from time of time. There is another Committee, the House Committee which deals with the boarding and loading facilities of the members. There is one more important committee of the House, the Business Advisory Committee, which allots and regulates time for business before the House. The committee has done important work regarding privileges of members, ordinance-issuing power of the Governor, inclusion of ***Vidhan Parishad*** members in financial and other committees and working of the committee itself. In addition, there are Standing Committees to advise the ministers.

2.3.4 The Secretariat

Most departments of the Secretariat have heads of departments and heads of offices under their administrative control, which function as the executive authorities of the Government. All the government orders are issued in the name of the Governor but are signed by the Secretary or officers under him down to the rank of Under Secretary. The work of Government is conducted in Hindi, in Devanagri script. The

Principal Secretaries, Secretaries, Special Secretaries, Joint Secretaries, Deputy Secretaries and Under-Secretaries are appointed either from the Central or State Administrative Services. Some Deputy Secretaries and Under Secretaries are also appointed from the permanent Secretariat Services. As a matter of fact, mostly permanent officers of the Secretariat are appointed to the post of Under Secretary. Offices in Judicial and Legislative Departments are appointed from the Judicial Services. The work of the Secretariat can be divided broadly into the following categories:- (i) Personnel Administration (ii) Financial Administration (iii) Judicial and Legislative Affairs (iv) Law and Order (v) Levy and Collection of Taxes (vi) Economic Development and Conservation of Sources of State's Wealth (viii) Social Services (viii) Public Utility Services (ix) General Administration[12].

2.4 District and Divisional Administration

After the Secretariat and Heads of Departments, the Divisional Commissioner occupies an important place. He is fully responsible for law and order, revenue, administration and other matters pertaining to his division. He has to exercise supervision over the district officers, local bodies and planning and development works. Each division consists of certain districts. Each district is under the addmistrative charge of a district officer who is also called the District Magistrate or Deputy Commissioner. The District Officer is fully responsible for the law and order in his district and has extensive administrative, police and revenue powers. Besides maintaining revenue records, he has also to look after works relating to planning and development and land reforms. The district is further divided into ***Tehsils***, blocks and villages for administrative convenience and for collection of revenue and development works [13].

2.5 The Judiciary

2.5.1 High Court: The High Court [14] is the apex court in the State in respect of civil and criminal cases. The Board of Revenue is the highest court in respect of revenue cases. Under Article 277[15] of the Constitution, the High Court has been given the power of superintendence over all others courts and tribunals. The High Court is a Court of records which means that its work and proceedings serve as perpetual evidence. Its records are of rich high authority that their content cannot be challenged in any lower court. As a court of record, it has also the power to punish

persons guilty of its contempt. The Chief Justice of the High Court is appointed by the President of India on the advice of the Chief Justice of the Supreme Court of India and the Governor of the State. Other Judges are appointed by him on the advice of the Chief Justice. Only such persons are eligible for the post of High Court who have worked as an advocate for at least ten years or held office in any Judicial Service for the same period. The High Court is empowered to issue writs to any person or office for protecting the fundamental rights enshrined in the Constitution. It has both original and appellate jurisdiction in civil as well as criminal cases.

2.5.2 District Courts: Subordinate Judicial Service

The Subordinate Judiciary has been divided into two parts. The former consists of Munsifs and Civil Judges including Small Cause Judges and the latter of Civil and Sessions Judges (now Additional District Sessions Judges). The District Judge is the controller of the Subordinate Judicial Service at the district level. The State is divided into judicial districts, each under the control of a District Judge. In certain cases Munsifs and Assistant Collectors and Assistant Session Judge also. The jurisdiction of the District Judge extends to more than one revenue district in some cases. On the civil side, the Munsif's Court is the lowest court. The next higher court is that of the Civil Judge. The highest court at the district level is that of the District Judge. In criminal cases, the Munsif has the powers of a Judicial Magistrate. From October 2, 1967, the Judicial Magistrates, who were hitherto under the Government, have been placed under the High Court. Thus there is now complete separation of judiciary from the executive except for revenue matters. On the revenue side, there are Assistant Collectors. Above them are additional Collectors and Collectors, who have appellate jurisdiction. Higher up are Divisional Commissioner and Additional Commissioners who exercise appellate jurisdiction. The Board of Revenue is the highest court in revenue matters [16]

2.6 Political Parties in India

Political parties are an established part of modern democracy and have to be registered with The Election Commission of India [17] .The Commission ensures inner party democracy in their functioning by insisting upon them to hold their organizational elections at periodic intervals. Political parties so registered with it are granted recognition at the State and National levels by the Election Commission on

the basis of their poll performance at general elections according to prescribed criteria. The Election Commission also ensures a level playing field for the political parties in election fray, through strict observance by them of a Model Code of Conduct evolved with the consensus of political parties. If a political party is recognized in four or more States, it is considered as a National Party and a political party recognized in less than four states is a State party in the state or states in which it is recognized as such. An exclusive symbol is reserved for a National party throughout India. In the case of a State party a symbol is reserved for it in the state or states in which it is so recognized. Such reserved symbols are allotted only to the candidates of the parties for which they are so reserved. In all there are 712 political parties in the country including 7 National Parties, 49 state parties and 656 registered unrecognized parties as on the last Lok Sabha elections held in 2004. The National Parties are Indian National Congress (INC), Bharatiya Janata Party (BJP), Bahujan Samaj Party (BSP), Communist Party of India (CPI), Communist Party of India (Marxist) (CPM), and Janata Dal United (JDU).

2.7 Uttar Pradesh: State Profile

Uttar Pradesh is the rainbow land where the multi-hued Indian Culture has blossomed from times immemorial. Blessed with a variety of geographical land and much cultural diversity. Rich and tranquil expanses of meadows, perennial rivers, dense forests and fertile soil of Uttar Pradesh have contributed numerous golden chapters to the annals of Indian History. Dotted with various holy shrines and pilgrim places, full of joyous festivals, it plays an important role in the politics, education, culture, industry, agriculture and tourism of India. Uttar Pradesh is surrounded by Bihar in the East, Madhya Pradesh in the South, Rajasthan, Delhi, Himachal Pradesh and Haryana in the west and Uttaranchal in the north and Nepal touch the northern borders of Uttar Pradesh, it assumes strategic importance for Indian defense. Its area of 2,36,286 sq kms. lies between latitude 24 deg to 31 deg and longitude 77 deg to 84 deg East. Area wise it is the fourth largest State of India [18].

2.7.1 Geography: Geography of Uttar Pradesh: - Uttar Pradesh is the most populous state in the country accounting for 16.4 per cent of the country's population. It is also the fourth largest state in geographical area covering 9.0 per cent of the country's geographical area, encompassing 2, 94,411 square kilometers and

comprising of 83 districts, 901 development blocks and 112,804 inhabited villages. The density of population in the state is 721 persons per square kilometers as against 274 for the country [19].

2.7.2 Divisions and districts: Uttar Pradesh state consists of 70 districts, which are grouped into 18 divisions: Agra, Aligarh, Azamgarh, Allahabad, Kanpur, Gorakhpur, Chitrakoot, Jhansi, Devipatan, Faizabad, Bahraich, Bareilly, Basti, Mirzapur, Moradabad, Meerut, Lucknow, Varanasi, Farrukhabad and Saharanpur.

2.7.3 Languages: The state language is standard Hindi and Urdu has the status of second official language. While standard Hindi (Khari boli) is the official language, several regional Hindi 'dialects' are spoken throughout the state. Among these are, Awadhi, Bagheli, Bhojpuri, Braj, Bundeli. Bhojpuri is the second most-spoken language in the state, according to the language data in the 2001 Census of India [20].

2.7.4 Education: states identified as lagging behind other major states in terms of democratic transition turn out to be the four states with the lowest literacy level. The 2001 census indicates that the age literacy rate in these four states in the age group between 7 years. Female literacy situation in Uttar Pradesh is dismal. Only one out of four in the 7+ age group was able to read and write in 2001. This figure go down to 19 per cent for rural areas, 11 per cent for the scheduled castes, 8 per cent for scheduled castes in rural areas, and 8 per cent for the entire rural population in the most educationally backward districts.. At the level of higher education and technical education Uttar Pradesh has 16 general universities, 3 technical universities, one Indian Institute of Technology (Kanpur), one Indian Institute of Management (Lucknow), one Indian Institute of Information Technology and large number polytechnics, engineering institutes and industrial training institutes. This provides the State with firm basis for providing opportunities for higher education to its youth [21].

2.7.5 Arts and Crafts:

Uttar Pradesh is famous for its arts and crafts. Specific regions such as Varanasi for its ***saris*** and ***silk,*** Mirzapur for its carpets, Agra and Kanpur for their ***leathercraft,*** Moradabad for its metalware, Lucknow for its clothwork and embroidery, and the entire state for its pottery are not only famous in India but around the world[22].

2.7.6 Social Indicators of Uttar Pradesh:

Almost all social indicators of the state show that the state stands on backward position among the 28 major States. Bihar and in some cases Orissa, are the only two states which lag behind U.P. in terms of social development indicators like medical facilities, teacher-pupil ratio in primary schools, birth rate, death rate, infant mortality rate, literacy, per capita income, electrification of villages, per capita power consumption etc. Uttar Pradesh is often seen as a case study of development in a region of India that currently lag behind other parts of the country in terms of a number of important aspects of well being and social progress. Their region consists of Bihar, Madhya Pradesh, Rajasthan and Uttar Pradesh. There are important differences between these four states. But the cause of social backwardness in these four different States, never the less, appear to have much in common social, cultural and even political makeup of these states which have contributed to their backwardness.

Table 2.1: Uttar Pradesh Fact File

1	**Capital:** **Coordinates:**	Lucknow 26.85° N 80.91° E
2	**Largest city**	Kanpur, Lucknow, Agra, Allahabad, Varanasi, Ghaziabad and Aligarh.
3	**Village & Towns:**	97,942 and 704
4	**Population (2001):** **Urban population:** **Males :** **Females :** **Sex ratio (per 1000male)**	166,052,859 (1st) 20.78% 87,466,301 78,586,558 898
5	**Density:**	721/km²

6	**Area:** **Districts:**	238,566 km² (5th) 70†
7	**Time zone,**	IST (UTC+5:30)
8	**Establishment:**	1950-02-02
9	**Governor:** **Chief Minister**	**T.V. Rajeswar** **Ms. Mayawait**
10	**State Legislature (seats),**	Bicameral (400 + 108)
11	**Member of Parliament:** **Lok- Sabha:** **Rajya Sabha:**	 80 and 31
12	**Official language(s)**	Hindi, Urdu
13	**Abbreviation (ISO)**	IN-UP
14	**Literacy rate:** **Males:** **Female:**	**56.36%,** 70.23 **%,** 42.98 **%,**
15	**School, College, etc.**	**162,970**
16	**Seat of high court**	Allahabad and a bench at Lucknow.
17	**Main political party**	BJP, BSP, Samajwadi party, INC, RLD etc.

(Source: Indian census, 2001)

2.7.7 CONSTITUTIONAL SETUP

2.7.7.1 Government: Under the Constitution of India[23], Uttar Pradesh has a Governor and a bi-cameral Legislature. The Lower House is called "Vidhan Sabha" and the Upper House, "Vidhan Parishad". Members of Uttar Pradesh Legislative Assembly: 400 and Members Of Legislative Council: 108. The State has also a High

Court at Allahabad with its bench at Lucknow. Lok Sabha members from Uttar Pradesh: 80. Rajya Sabha members from Uttar Pradesh: 31.

2.7.7.2 Vidhan Sabha (Legislative Assembly)

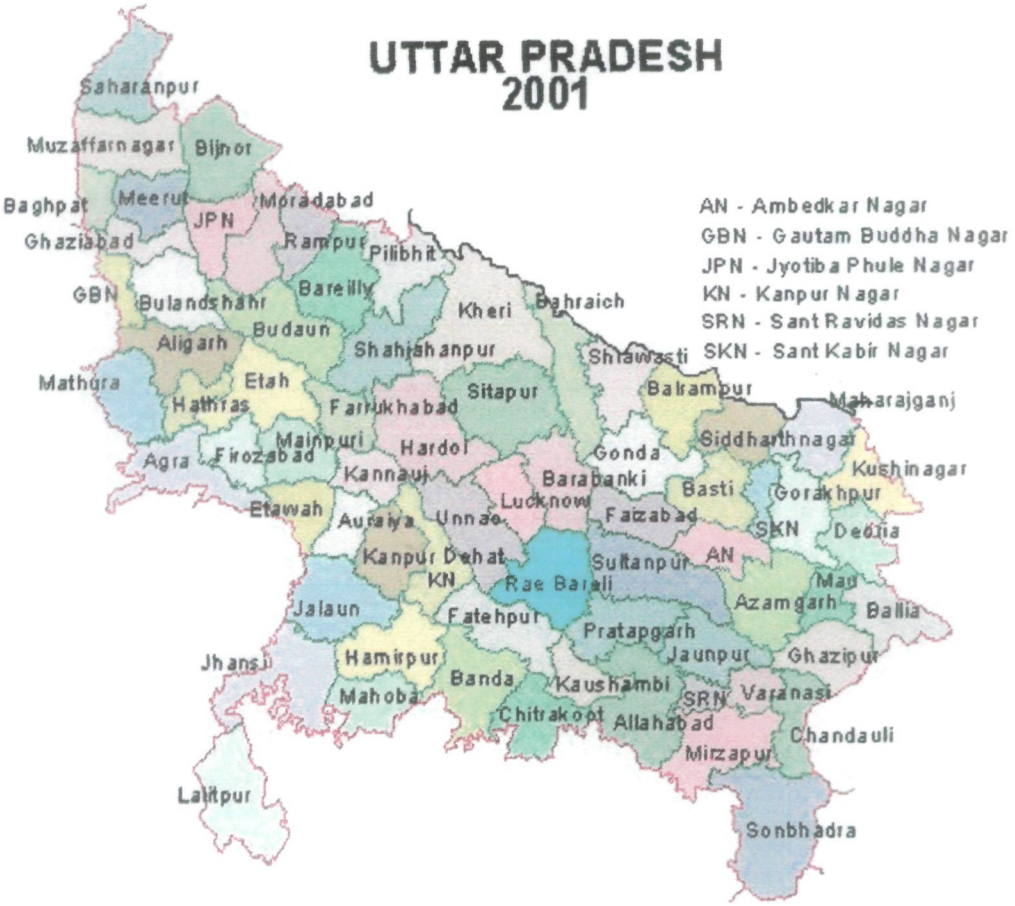
The Uttar Pradesh Vidhan Sabha (Legislative Assembly) has a total of 400 members including one Anglo-Indian member who is nominated by the Governor. According to the recommendation of the Delimitation Commission, which is appointed after every Census, the State had been divided into 400 ***Vidhan Sabha*** Constituencies. The Term of the ***Vidhan Sabha*** is five years unless dissolved earlier. The election for it is held on the principle of "one adult one vote".

2.7.7.3 Vidhan Parishad ((Legislative Council)

The State has a bi-cameral Legislature since 1937. The Upper House or the ***Vidhan Parishad*** (Legislative Council) is a permanent House. Members are elected or nominated for six years and one-sixth of them retire every second year. It has 108 members, 12 of whom are nominated by the Governor. Thirty-nine members are elected each by the ***Vidhan Sabha*** and Local bodies and nine each by the teachers and graduates. The ***Vidhan Parishad*** has no right to vote on demands for money, nor can any money bill be introduced in it. No other bill can become a law unless passed by both the House. The presiding officers of ***Vidhan Parishad*** are known as Chairman and Deputy Chairman. They are elected and hold their offices like the presiding officers of ***Vidhan Sabha.***

Both the Houses of Legislature have their own separate Secretariats and Secretaries. They function independently of the State Government Secretariat and Secretaries. Both the Secretariats have been divided into sections which look after parliamentary, accounts and committee work. There is also a library for the use of members of the Legislature. It is the biggest of the Legislature libraries in the country. Members of both the Houses and Committees have the same privileges, powers and immunities as those of the members of the House of Commons in UK. Besides, no prosecution can be launched against them in courts for anything said on the floor of the House. An important and pioneering contribution made by Uttar Pradesh in the democratic process is the provision of office of the Leader of the Opposition by an Act. Under the new dispensation, he has been given a status at par with that of a minister. He is also given pay equal to that of a minister, and free furnished residence.

Provision has also been made for car allowance, staff for his office and other facilities befitting his position. According to the aforesaid Act, the leader of the single largest recognized opposition party, having the strength to make up the quorum, is recognized as the Leader of the Opposition.



Source: Indian census, 2001.

Figure 2.2 Map of Uttar Pradesh

2.8 Rajasthan: State Profile

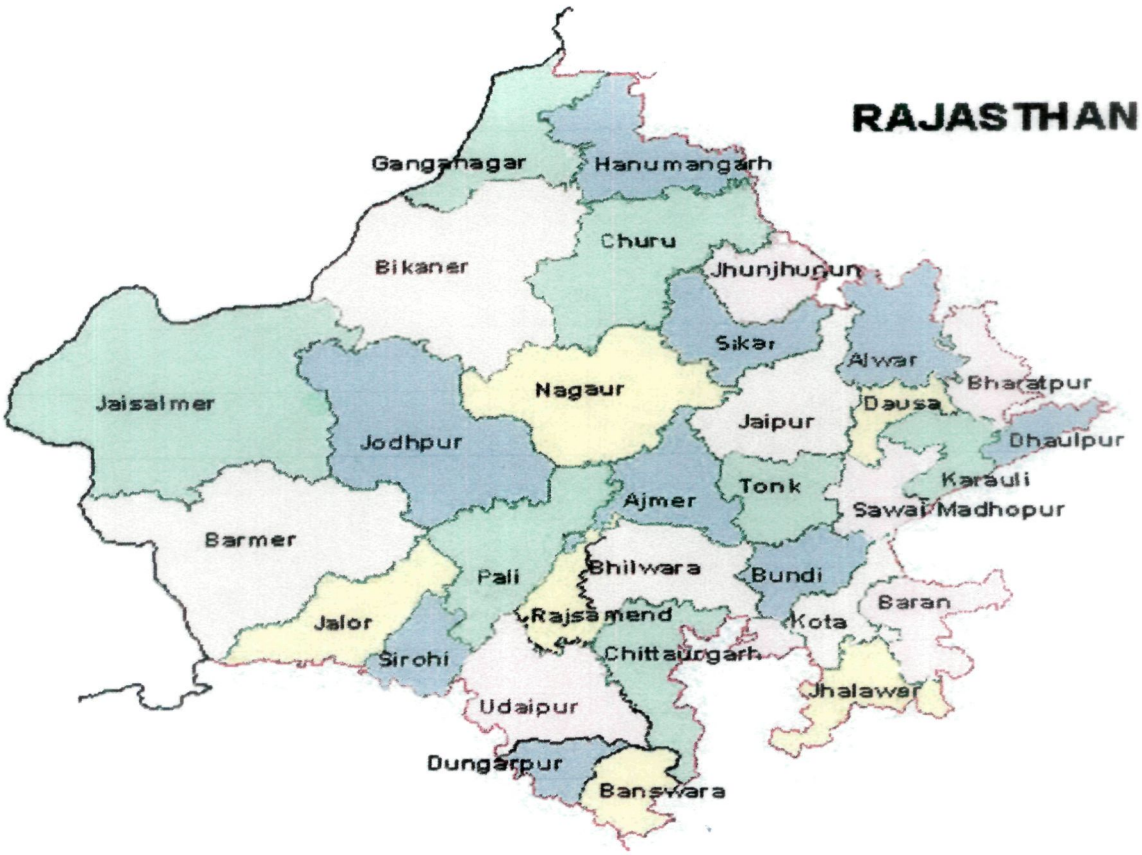
Rajasthan is a vibrant, exotic state where tradition and royal glory meet in a riot of colors against the vast backdrop of sand and desert. It has an unusual diversity in its entire form- people, customs, culture, costumes, music, manners, dialects, cuisine and physiography. The land is endowed with invincible forts, magnificent palaces, rich culture and heritage, beauty and natural resources. It is a land rich in music, dance, art & craft and adventure, a land that never ceases to intrigue and enchant.

It is one of the 28 states that, along with seven union territories, form the Republic of India. So rich is the history of the land that every roadside village has its own tales, the winds sing them and the sands shift to spread them. Rajasthan is Spicy, but then, what is life after all without little bit of spice, Rajasthan provides abundant scope to explore it. The panoramic outlook of the state is simply mesmerizing; with lofty hills of Aravali's - one of the oldest mountain ranges of the world and the golden sand dunes of the Great Indian Desert - the only desert of the sub-continent. No other region in the country is a conglomeration of so many paradoxes [24].

2.8.1 Geography of Rajasthan: -

Rajasthan is located in the northwestern part of the subcontinent. It is bounded on the west and northwest by Pakistan, on the north and northeast by the states of Punjab, Haryana, and Uttar Pradesh, on the east and southeast by the states of Uttar Pradesh and Madhya Pradesh, and on the southwest by the state of Gujarat. The Tropic of Cancer passes through its southern tip in the Banswara district. The state has an area of (132,140 square miles) 342,239 square kilometers. The capital city is Jaipur. In the west, Rajasthan is relatively dry and infertile; this area includes some of the Thar Desert, also known as the "Great Indian Desert." In the southwestern part of the state, the land is wetter, hilly, and more fertile.

The climate varies throughout Rajasthan. On average winter temperatures range from 8° to 28° C (46° to 82° F) and summer temperatures range from 25° to 46° C (77° to 115° F). Average rainfall also varies; the western deserts accumulate about 100 mm (about 4 in) annually, while the southeastern part of the state receives 650 mm (26 in) annually, most of which falls from July through September during the monsoon season. Roads: 61,520 km. (2,846 km National Highway) [25].



Source: Indian census, 2001.

Figure 2.3: Map of Rajasthan

2.8.2 Population: 56.47 million (2001 Census, estimated at more than 58 million now). The population belongs mainly to the Indo-Aryan race.

2.8.3 Divisions and districts: Rajasthan has 32 districts: Ajmer, Alwar, Banswara, Baran,

These districts are grouped into seven divisions:

- **Ajmer Division:** Ajmer, Bhilwara, Nagaur, Tonk.
- **Bharatpur Division:** Bharatpur, Dholpur, Karuali, Swai Madhopur.
- **Bikaner Division:** Bikaner, Churu, Sri Ganganagar, Hanumangarh.
- **Jaipur Division:** Jaipur, Alwar, Jhunjhunu, Sikar, Dausa.
- **Jodhpur Division:** Barmer, Jaisalmer, Jalore, Jodhpur, Pali, Sirohi.
- **Kota Division:** Baran, Bundi, Jhalawar, Kota.

- **Udaipur Division:** Banswara, Chittorgarh, Dungarpur, Udaipur, Rajsamand. Recently it was announced that Pratapgarh will be made a district soon.

Table 2.2: Rajasthan Fact File

1	**Capital:** **Coordinates:**	Jaipur 26.85° N 80.91° E
2	**Largest city**	Jaipur, Kota, Ajmair and Udiapur.
3	**Village & Towns:**	97,942 and 704
4	**Population (2001):** **Urban population:** **Males :** **Females :** **Sex ratio (per 1000male)**	56,507,188 23.38% 29,420,011 27,087,177. 910
5	**Density:**	165 /km²
6	**Area:** **Districts:**	3,42,239km² (1st) 32
7	**Town and village**	222 & 39,753
8	**Time zone,**	IST (UTC+5:30)
9	**Establishment:**	1st Nov 1956
10	**Governor:** **Chief Minister:**	**Shilendra Kumar Singh** **Asok Ghalot**
11	**State Legislature (seats),**	Unicameral: 200.
12	**Member of Parliament:** **Lok- Sabha** **Rajya Sabha**	 25 and 10
13	**Official language(s)**	Hindi, Rajasthani and English
14	**Abbreviation (ISO)**	IN-RAJ
15	**Literacy rate:**	61.41%.

	Males: **Female:**	75.70 %, 43.85 %,
16	**School, College, etc.**	82,589
17	**Seat of High Court**	Jaipur and bench at Jodhpur
18	**Main political party**	BJP, INC, INRLD AND CPI etc.

(Source: Indian census ,2001)

2.8.4 Languages: Languages: Hindi and English commonly used, as well as indigenous Rajasthani languages. Literacy: 61.41%.rate [26].

2.8.5 Arts and crafts: Music and dance: Every region has its very own dialect of music and dance. The Ghoomar dance from Udaipur and Kalbeliya dance of Jaisalmer have international recognition. Folk music is a vital part of Rajasthan culture. Songs are used to tell the legendary battles of Rajputs. Folk songs are commonly ballads which relate heroic deeds, love stories, and religious or devotional songs known as Bhajans and Banis and often accompanied by musical instruments like Dholak, sitar, Sarangi etc [27].

2.8.6 Constitutional Setup

2.8.6.1 Government and Politics: Rajasthan has a single-chamber legislative assembly with 200 seats. The state sends 35 members to the Indian national parliament: 10 to the Rajya Sabha (Upper House) and 25 to the Lok Sabha (Lower House). Local government is based on 30 administrative districts [28].

2.8.6.2 Council of Ministers: of Rajasthan following are the Council of Ministers: of Rajasthan cabinet Secretariat.

Sl. No	Dept. of Ministries in UP and Rajasthan
1	Department of Agriculture
2	Rajasthan State Agriculture Marketing Board
3	Department of Agriculture Command Area Development & Water Utilization
4	Department of Animal Husbandry

5	Department of Art, Culture & Archaeology
6	Department of Cabinet Secretariat.
7	Department of Civil Aviation
8	Department of Civil Supplies
9	Department of Cooperative
10	Department of Dairy
11	Department of Devasthan
12	Department of Education
13	Department of Election
14	Department of Employment
15	Department of Environment
16	Department of Estate
17	Department of Excise
18	Department of Famine Relief
19	Department of Finance
20	Department of Food
21	Department of Forest
22	Department of Gazetteers
23	Department of General Administration
24	Department of Ground Water
25	Department of Home Affairs and Justice
26	Department of Home Guards & Civil Defense
27	Department of Indira Gandhi Canal Project
28	Department of Industries

29	Department of Information and Public Relations.
30	Department of Irrigation (Excluding Indira Gandhi Canal Project).
31	Department of Jail
32	Department of Jaipur City Rehabilitation & Resettlement.
33	Department of Labour
34	Department of Languages
35	Department of Law and Legal Affairs and Legal Remembrancer's Office.
36	Department of Local Self Govt., Urban Development and Housing
37	Department of Medical & Health
38	Department of Mines
39	Department of Science & Technology
40	Department of Organization and Methods
41	Department of Parliamentary Affairs
42	Department of Personnel and Administrative Reforms
43	Department of Planning
44	Department of Planning (Man Power)
45	Department of Policy Planning Cell-Chief Minister Sectt.
46	Department of Power
47	Department of Printing & Stationery
48	Department of Public Health Engineering
49	Department of Public Works
50	Department of State Bureau of Investigation
51	Department of State Motor Garage.
52	Department of Rehabilitation

53 Department of Removal of Public Grievances

54 Department of Revenue

55 Department of Rural Development & Panchayati Raj Deptt.

56 Department of Sainik Kalyan

57 Department of Sheep and Wool

58 Department of Social Justice & Empowerment

59 Department of Special Schemes and Integrated Development.

60 Department of State Enterprises

61 Department of Statistics

62 Department of Taxation

63 Department of Technical Education

64 Department of Tourism

65 Department of Transport

66 Department of Tribal Area Development

67 Department of Wakf Board

68 Department of Women and Child Development

69 Department of Youth Affairs & Sports

2.9 Conclusion: in this chapter researcher defined study area, conceptual frame work of the Indian political system, governess and about the union of Indian state, there political party system, rule of government, functions of legislature etc. In the following chapter will be discussed review of related literature and research framework of the study.

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Chapter-III

Review of Related Literature and Research Framework

Chapter- III

Review of Related Literature and Research Framework

3.1 Introduction: This Chapter introduces the study and perhaps more importantly the reasons why this research study was undertaken. This chapter seeks to frame and explain the reasons for the context or paradigm within which this study occurs. Thus, the key elements and their corresponding significance are discussed. The background to the study and the problem is provided to ground the study in the context from which it arises. The significance of the research study is addressed to give explanation and discussion of why this study is important now, at a time of elemental change, in the global move towards digitally constructed systems, ecosystems, environments and worlds. This research study focuses on how the Information Seeking Behavior is understood. Most of the existing literature on Information seeking, whether implicitly or explicitly, studies Information Seeking Behavior. This study takes the view that Information Seeking is more usefully studied as an Activity. Thus, this study unambiguously examines the Information Seeking Activity. In doing so it draws upon the literature of the Information Seeking Behavior as well as upon different literature than previous studies. This literature review includes the literature of Symbolic Theory, Activity Theory and Methodology in addition to the traditional literature of Information Studies. This study, while reviewing some traditional Information Seeking Behavior research and acknowledging the contribution of the seminal work of different writers in Information Seeking Behavior research, wishes to step back and take a look at how the terms themselves are stated by the users themselves, and to further examine the ways the Terms/Areas are understood, and how this understanding varies, from person to person and culture to culture, and to look at what we might be able to learn from the various understandings people hold of these frequently used terms. The primary question of this research study is, are there significantly different views/understandings held, for what is too often studied as a single (commonly understood) behavior, Information Seeking behavior.

3.2 Background to the Problem:

The concept of "information behavior" was coined in the late 1900s, but it traces its roots to the concept of "information needs and uses" that arose in the 1960s. There has been a gradual shift in the focus of information behavior research from a system orientation to a user orientation. Systems oriented studies focused on formal information systems, their artifacts (e.g., books, articles) and venues (e.g., libraries, schools, radio and television). In the 1970s, study began to shift toward its contemporary emphasis on the individual as information seeker and user. The role of context in information seeking is of particular interest in the emerging literature. Context in information behavior studies may be defined as "the particular combination of person and situation that serve[s] to frame an investigation" of information behavior. Three types of contexts that are commonly studied are occupation, social role, and demographic grouping.

In 1968, Taylor [1] explained the need for information in four steps: "visceral need", "conscious need", "formalized need", and "compromised need". The visceral need is an unexpressed need, but it becomes a conscious need when a person creates a mental description of it. A person then formalizes the need into a rational statement and may seek an answer to it by using an information system, transforming it into a compromised need. Usually, we refer to the latter three needs when we say "information needs". Nicholas [2] points out that information needs arise when a person recognizes a gap in his/her state of knowledge and wishes to resolve that anomaly. Within the context of this study, we are restricting information needs to compromised needs, since we are analyzing politician' use of an information system to resolve their information gaps.

Wilson (1981) [3] defines information need as a subjective, relative concept existing only in the mind of the experiencing individual. Rouse and Rouse (1984)[4] state that a person's information need changes over time and it depends upon the development in the user's field of specialization, the type of work he is engaged in, impact of emerging IT factors and various other factors affect the information need of that person. Paisley (1968) [5] also discusses various social, political and economic factors attached with one's information needs. Krikelas (1983) [6], Cronin (1981) [7] and Teague (1976) [8] classify the information need into various groups. Studies have been conducted on the elected representatives at various places.

Information is very important to every aspect of society. In the case of legislators, it is even more important because elected officials risk making costly, or even dangerous decisions for a whole nation if they are not provided with adequate information.

According to James Madison [9] (1997) "a popular government without information or the means of acquiring it, is but prologue to a farce or tragedy, or perhaps both: knowledge will forever govern ignorance. And people who mean to be their own government must arm themselves with power that knowledge gives". It is thus essential that decision-makers have information that is free of bias, and reflects the full range of existing opinions.

The need for relevant, accurate and timely information to support decision making has grown along with democratic governance and with the increasing complexity of government both nationally and supranationally (Marcella et al., 1999) [10]. As more aspects of society become subject to legislation and forms of centralization, the more knowledge MPs require in order to be able to take decisions in areas in which they have little prior knowledge.

With the increase in the range of subjects, issues, interests and disciplines of interest to parliamentarians, there has been a parallel increase in the quantity of information available, similar to the "information overload" experienced in other professions, delineates the importance of information to his work. The contends that the growth of the lobby phenomenon has added in recent years enormously to the constituency workload of today's MP, since today's sophisticated techniques of mass communication can gear up vast numbers of constituents to make contact with their members individually to press their point (Shepherd, 1991, p. 24)[11]. A full spectrum of newspapers, magazines and periodicals are therefore essential to enable the member to keep up-to-date with information and formulate views.

With regard to members of the opposition, Griffith et al. (1990, p. 363) [12] emphasize that reliable information is very crucial to MPs. This is because if the opposition is to be able to offer effective and influential criticism of government proposals, or well thought out credible alternative policies and programmes, then it must have reliable and speedy means of obtaining relevant information.

On the functions of the parliamentary library, Erskine May (Boulton, 1989, p. 195)[13] suggests that it should be responsible for the intake, processing and management of the main collection of books, pamphlets, newspapers and periodicals

as well as the many other official publications (domestic and foreign), and for the maintenance of specialized and press cuttings. It should also provide reference and information service to members, as well as creating a database of parliamentary information. The library should also prepare, for the general use by members, annotated bibliographies, factual background papers and a series of short-term research notes on topics of current concern to parliament. Therefore, there is a link between information needs, information availability and democracy. It is in this context that this study was undertaken.

The literature on information seeking behavior has been, and remains, a hot topic for research within various disciplines, but has been limited for review in this research to the field of library and information science, which is where many of the key articles are to be found. Many researchers in this field have developed various models based on the information seeking behavior (ISB) and information needs studies of various groups. These studies and the development of such models have contributed significantly to "developments in information literacy, and skills training, electronic resources, virtual libraries, and traditional resources" (Foster 2003) [14].

The first study on Members of Parliament was conducted by Reid (1977) [15]. Menhennet and Wainwright (1982) [16] wrote about POLIS (Parliamentary Online Information System) in the UK. This system became operational for MPs and other users in 1980. This paper includes the details of telecommunication medium, software, hardware, and database required for the project. It also describes the other uses of computers in the functioning of the library. In the same year, Menhennet (1982) [17] wrote a paper giving a brief history of the House of Commons Library, its organization and staffing pattern, and recent developments in the field of parliamentary libraries. It also provides a comparative study of various parliamentary libraries. Liyawo (1986) [18] wrote on the role of the Malawi parliamentary library in providing services to Members of Parliament, administrative staff and outside users.

3.3 Review of related literature:

Researcher classified review of related literature according to the subject matter with the help of a subject classified thesaurus. Arrangement of heading has been sequenced according to the subject matter.

3.3.9 General theoretical base of the subject,

3.3.10 Information seeking behavior study of: Academics ,

3.3.11 Information seeking behavior study of: Business, Economy and Marketing,

3.3.12 Information seeking behavior study of: Media, Media People and Journalists,

3.3.13 Information seeking behavior study related to Psychological Aspects, Health, Physicians, Patients and Hospitals,

3.3.14 Information seeking behavior study related to computers, internet and web searching,.

3.3.15 Information seeking behavior study of Society: Developed Society, Developing Society Rural development, urban development and Migrants workers.

3.3.16 Information seeking behaviors, Information retrieval, information needs, information activity, ISB of Government, legislature, executive, legislative library, Members of parliaments and governments' administrative departments

3.3.1 General theoretical base of the subject:

T. D. Wilson [19] (1996), published "Information behavior: An interdisciplinary perspective." In it he argued that information science is in reality only one of several disciplines that examine the information behavior of various groups. He surveyed a large quantity of psychological, sociological and communication studies and found many theories that illuminated his understanding of context, barriers and behaviors involved in information seeking. The outcome was a modified version of his original model of information-seeking behavior incorporating much of what he found in the research of other disciplines. The general motivation for this survey arose from the fact that funding for empirical studies is never lavish (particularly when regarding marginal groups as in this case) and, by sharing data across disciplines, we can all increase our knowledge base. While uncommon, this should become the norm.

T. D. Wilson [20] (1999) in his paper "Models in information behavior research", gives the models of information seeking and other aspects of information seeking behavior, showing the relationship between communication and information behavior in general with information seeking and information searching in information retrieval systems. It is suggested that these models address issues at various levels of information behavior and that they can be related by envisaging a 'nesting' of models. It is also

suggested that, within both information seeking research and information searching research, alternative models address similar issues in related ways and that the models are complementary rather than conflicting. Also gives an alternative, problem-solving model which, it is suggested, provides a basis for relating the models in appropriate research strategies.

Pamela J. McKenzie [21] **(2002)** In the paper "A model of information practices in accounts of everyday life information seeking", stated that any research-based models of information seeking behavior are limited in their ability to describe everyday life information seeking. Such models tend to focus on active information seeking, to the neglect of less-directed practices. Models are often based on studies of scholars or professionals, and many have been developed using a cognitive approach to model building This article reports on the development of a research-based model of everyday life information seeking and proposes that a focus on the social concept of information practices is more appropriate to everyday life information seeking than the psychological concept of information behavior The model is derived from a constructionist discourse analysis of individuals' accounts of everyday life information seeking.

Andrew Boyd [22] **(2004)** in his article "Multi-channel information seeking: a fuzzy conceptual model". States Information seeking is a fluid and situation dependent activity where a seeker's actions are influenced by access to information, perceived quality (or information fit) and trust in the information source. All of these factors combined create an ever-changing information-seeking environment. Generally, traditional models and survey methodologies capture a "snapshot in time of a particular information-seeking activity, but fail to capture the multivalent influences of things such as chance, frequency of encounters, strength of source or the introduction of new or multiple influencers. Using the tool of fuzzy control systems, a new conceptual model is introduced that not only diagrams the influences on the information seeker, but also provides a framework to devise (or refine existing) communications strategies.

R Fidel and A.M Pejtersen [23] **(2004)** in the paper "From information behavior research to the design of information systems: The Cognitive Work Analysis framework." Say that Cognitive Work Analysis is a conceptual framework that makes it possible to analyze the forces that shape human-information interaction. This analysis can then be directly transformed to design requirements for information

systems. Its approach is work-cantered, rather than user-cantered, as it analyses the constraints and goals that shape information behavior in the work place, regardless of the specific individuals who are involved. Being a holistic approach, it examines simultaneously several dimensions: the environmental, organizational, social, activity, and individual. As a result, applying the framework requires a multi-disciplinary approach. It provides concepts and templates to facilitate an analysis of complex phenomena, without reducing their complexity. As a framework, it is a structure that accommodates any relevant theory, model, or method. Cognitive Work Analysis has proved to be an effective approach to the study of human information behavior for the purpose of designing information systems.

Amanda Spink and James Currier [24] **(2006)** in the article "Towards an evolutionary perspective for human information behavior: An exploratory study". Since the beginning of human existence, humankind has sought, organized and used information as it evolved patterns and practices of human information behaviors. However, the field of human information behavior (HIB) has not heretofore pursued an evolutionary understanding of information behavior. The goal of this exploratory study is to provide insight about the information behavior of various individuals from the past to begin the development of an evolutionary perspective for our understanding of HIB. This paper presents findings from a qualitative analysis of the autobiographies and personal writings of several historical figures, including Napoleon Bonaparte, Charles Darwin, Giacomo Casanova and others. Analysis of their writings shows that these persons of the past articulated aspects of their HIB's, including information seeking, information organization and information use, providing tangible insights into their information related thoughts and actions. This paper has implications for expanding the nature of our evolutionary understanding of information behavior and provides a broader context for the HIB research field. This the first paper in the information science field of HIB to study the information behavior of historical figures and begin to develop an evolutionary framework for HIB research.

Colleen Cool... et. all. [25] **(2006)** "Information seeking behavior in new searching environments". This study is concerned with understanding people's adaptation to new information searching environments. They have investigated how people with varying degrees of familiarity with information retrieval systems, and varying models of the information retrieval process, interacted in an information retrieval system

which did not support exact match retrieval with structured queries, but which did support best match ranked output retrieval with unstructured queries and automatic relevance feedback. Results include a classification of "normal" information retrieval strategies, the description of several adaptation strategies, and the relationships between type and strength of people's mental models of information retrieval and their searching behaviors in the new information retrieval context. An important aspect of study is its methodology for understanding and relating cognitive contexts to information seeking behaviors.

K. Yoon [26] **(2007).** The study presents the findings of, and discusses, the qualitative analysis of users' information seeking articulation in interpersonal interactions. The discussion is focused on the role of the uncertainty and certainty and the topic and comment in communicating the user's cognitive uncertainty and certainty in the quest for salient information seeking interaction effectiveness. The study used transcripts of information seeking interaction between information user and a source person and the user's description of the event from a debriefing interview. Qualitative analysis was carried out using the sequence of the uncertainty and certainty and the topic and comment in the user's utterances during the interaction in order to explore the use of these elements. Descriptive statistics were used to describe the sample and the distribution of responses to each question. Sex differences on key questions were analyzed using the Chi-squared test. The findings suggested some patterns in the employment of uncertainty and certainty and the topic and comment. Users initiated the need description with uncertainty and then provided certainty to describe the need in detail. Both topic and comment were used in every stage of information seeking interaction, based on which the source person provided information. The study confirmed that the user's certainty and uncertainty are important for describing the user's information need and that both topic and comment are essential to communicate the need.

3.3.2 ISB study of Academics

Paul A Manda[27] **(1991)** conducted a study under the title "information seeking behavior of sociologists". The objectives of the study were to investigate information needs and information-seeking behavior of sociologists at the University of Darus Salaam. To obtain the data required for the study questionnaires were sent to lecturers in the department of sociology, university of Darus Salaam. The study

reveals that the library subject catalogue was the major source of reference for teaching purpose and for research purpose also, correspondence is the most often used means of communication with outside sociologists due to an in-depth exchange of views, Books and journals are the main physical formats used by all respondents ether for research or teaching purposes, reading reviews are more often used by all sociologists in keeping abreast with new developments in sociology than other means, Both borrowing and reading library materials are the major reasons for the use of the university library by all respondents, All respondents use library catalogue first and foremost as a location tool to obtain class mask which can lead to a right place on the shelves. Overall the reasons, for using the public library is to find out if what is not available in the university library can be obtained there, the dominance of English as the foreign language used for information seeking in sociology is due to several factors, and English is about the only foreign language respondents are fluent in.

Mazine H. Reneker[28] **(1993)** conducted a study under the title "A Qualitative study of Information seeking among members of an academic community: Methodological Issues and Problems." The objectives of the study were to examine the information seeking activities of numbers of Stanford University academic community from a population sharing a common campus information environment, to document the set of information needs that the participants in the study experienced over a two week period or (having been carried forward from an earlier time), that were triggered into an information search during the recording period, and to investigate the frequency of types of needs, satisfaction levels, sources used and source preferences and number of incidents sought in different information roles. The information-seeking activities of 31 members of the Stanford university academic community were examined over two-week periods during the 1990-91 academic years. The set of 2,050 information seeking incidents gathered through informant tape recordings was supplemented by interviews and other textual data. The article describes the methodological approach of the study, the use of ETHNO GRAPH and SPSS/PC software to facilitate data analysis and the issues and problems that arose in the process of using both quantitative and qualitative analytical methods. The findings of the study were that the satisfaction level of work-related and academic needs is higher than the satisfaction level for personal needs, informants seemed more comfortable and skilled in seeking information for their employee-related needs than their personal needs,

satisfaction with the use of the source is high (76%) for the use of self-created files, instruments such as watches and scales (87%) and computer files such as online catalog of both the university and the local public library as well as commercial databases and electronic news services 82% and 83% respectively, Satisfaction with the information own memory as a source was lower than expected and in only eleven of twenty three incidents is memory listed as a highly satisfactory sources.

Abimbola Abifarin[29] (1994) conducted a study under the title "information seeking behavior of Agricultural students in selected Nigerian Universities." The objectives of the study were to examine the information seeking behavior of agricultural students in selected Nigerian Universities. Information was sought through the use of questionnaire distributed to students in five universities offering agricultural courses including a university of agriculture. The total numbers of questionnaire distributed were 1983, out of which 993 duly completed, representing 50.5% were returned for analysis. The findings of the study were that the low percentage of response recorded on the usefulness of library catalogues by fresh students is understandable given the fact that they are not used to libraries and this is why they first turn to their lecturers, The respondents did not have any experience of library use before their admission into the universities, as only 60 (6.04%) indicated positively when asked to state if they had ever been exposed to library, and students prefer turning to their colleagues who are equally inexperienced for assistance.

Dennis N. Ocholla[30] (1996) conducted a study under the title "Information seeking Behavior by Academics: A preliminary study" The objectives of the study were to investigate academics' information seeking behavior within the university of Moi, Kenya under the information resource limitations; to identify the types of information resources frequently used by academics, which differ by discipline, to find out how academics learn of the existence of the information sources they use; to find out how academics generate professional and academic ideas, such as thinking brains forming, reading, attending conferences, and seminars; to establish the reasons for seeking information and; to find out the sources of information used by the academics. The findings of the study were that the largest number of responses was from the lecturer levels with professor levels providing the lowest return. The faculties ranked the information resources they use in the following order of frequencies: journals, textbooks, research reports and conference literature. Academics indicated that they learn of the existence of information sources through: journals regularly scanned,

casual conversation, the library catalogue, common knowledge reviews in articles and library staff in that order of rating. CAS was rated lowest in all cases and academics make use of as many sources at their disposal as possible to gain knowledge of the information resources required for their daily use. Academics generate professional ideas by reading in all cases, Respondents listed the reasons they look for information in the following order: career development, professional need and occupation, to enlighten others and, to confirm or refute issues. The university library is expected to occupy a central place in information provision at the university, and teaching or lecturing was rated first by all the faculties except the SES which gave research reports equal weight to teaching.

Marcia J. Bates [31] (1996) conducted a study under the title "Learning about the Information Seeking of Interdisciplinary Scholars and Students." The information needs and information-seeking behavior of scholars and students in interdisciplinary fields has been studied very little. The few scattered studies available suggest that such fields may require striking and distinctive information-seeking adaptations by researchers that mark this area as different and very much deserving of research. Kinds of research needed at both basic and applied levels and with respect to both scholars and students are discussed.

B.T. Fidzani [32] **(1998)** The study was undertaken to determine the information-seeking behavior and use of information resources by graduate students at the University of Botswana. The overall purpose of the study was to determine what their information requirements are and determine their awareness of library services available to them. The study collected empirical data on the information requirements of graduate students. Data were gathered from 144 students out of 223 part-time and full-time graduate students registered. Findings indicate that guidance in the use of library resources and services is necessary to help students meet some of their information requirements. The found that journals, library books and textbooks are the most popular sources of information for course work and research and those students need to be taught how to use available library resources and services. Based on these findings, it was recommended that a questionnaire on students' ability to use information resources be prepared and administered during registration to all masters' students to establish their ability to use information resources. The researcher also recommended that a more aggressive information marketing strategy should be

developed at both subject librarian and departmental level to create awareness among graduate students on the available information resources.

H.N. Prasad and Manorama Tripathi[33] (1998) conducted a study under the title "Information seeking behavior of physical scientists and social scientists a report. 'The objectives of the study were to determine the various activities of the scientists and types of information used, to determine the use of various formal and informal sources of information and the methods used in locating them, to determine the use of secondary sources of information, and to determine the use of material in languages other than English. A questionnaire was developed for the collection of data. This study was limited to the survey of scientists both from the social sciences and physical sciences fields working in Banaras Hindu University, Varanasi. The data analysis and interpretation was based on the response of 26 scientists belonging to both disciplines. The findings of the study were that the physical scientists and social scientists did more teaching than research work, majority of physical scientists and social scientists were heavily engaged in contributing articles in journals or writing books, the physical scientists and social scientists used both formal and informal channels of information, the primary journals were used by both groups of scientists. For social scientists book, and monographs had a lot of significance, the social scientists made very little use of abstracting and indexing periodicals whereas the physical scientists used then to a large extent. In order to remain in touch with the latest developments in their fields, the physical scientists scanned current issues of periodicals whereas social scientists took part in conferences and seminars to keep themselves up-to-date, majority of the physical scientists and social scientists just consulted the materials available in English, All physical scientists and 75% of the social scientists were unsatisfied with the information sources and services offered at the libraries which they attended and the socio-economic information was used by almost 95% of the social scientists whereas 77.77% of the physical scientists used current information.

Nazan Ozenc Ucak and S. Serap Kurbanoglu [34] (1998) conducted a study under the title "Information need and information seeking behavior of scholars at a Turkish university". They state that knowledge generated by user studies can help to develop information systems and information services. Information need and information seeking behavior, two of the most important research areas of the user studies, are two complementary concepts which are affected by many factors. Research results in these areas of user studies indicate that the type of information need and information

seeking behavior of scholars are dependent on their field of research, and vary from one discipline to another. Such different needs in turn may necessitate offering services (e.g. user education) in academic libraries depending on the academic discipline users come from. This result is carried at by research conducted at Hacettepe University, Ankara, Turkey on the effects of occupational factor in library usage by the scholars in science, engineering, social sciences and humanities. They also compare these findings to those reported in scholarly literature. Based on these findings they make several recommendations to improve the interaction between library staff and the scholarly community.

Richard L. Hart [35] **(1998)** conducted a study under the title "The relationships between work roles and information gathering of the Faculty of Suny, College at Fredonia". The objectives of the study were to examine the relationships between faculty work roles and information gathering and to identify patterns between the faculty members' commitment to teaching, research, and services and his or her use of a variety of sources of information. The extent to which these roles influence the faculty members use of six categories of information sources forms the basis of this investigation. Questionnaire method was used for the collection of data of 167 full time faculty were drawn from 17 academic departments in the areas of the sciences, the social sciences, and the humanities. The rate of response was relatively high as usable responses were received from 140 (84%). The findings of the study were that there are discernible patterns in the faculty use of various sources of information and that one's commitment to teaching research and services are factors that influence information gathering although not always in the manner that had been predicted, Additional investigation of the research role reveals that the faculty members age, possession of a doctoral degree and quality of the doctoral degree have a relationship with commitment to research.

Dennis N. Ocholla [36] **(1999)** conducted a study under the title "Insights into information seeking and communicating behavior of academics". In the present study, a survey was targeted at academics in six faculties (Faculty of arts, faculty of theology, faculty of education, faculty of commerce, Faculty of science and faculty of law) and 54 teaching departments comprising 327 teaching staff at the University of Zululand. Questionnaires were used for data collection in all cases. A questionnaire was sent to all 327 academics at the University of Zululand by means of interval mail boxes, 105 (32.1) questionnaires were received back. The findings of the study were

that the weighting of information resources based on how much they are used differs from discipline to discipline and this strengthens the argument that the nature of the discipline determines the use of information resource. However, there are core information resources such as journals, research reports, including theses and dissertations, as well as conference literature, that appeal to academics across disciplines. The rank of the academic, which normally corresponds with his/her qualification, experience, exposure and research productivity level, does not necessary determine the information seeking behavior but the usage of the information does. Thus, the use for acquired information and the challenges facing the academic do have bearing information-seeking habits. Career development that has been qualified by the slogan "publish or perish", the need to enlighten others, and professional and occupational needs are highly rated as reasons why academics seek information. The career challenges that stimulate academic productivity, such as research and publications, need to be strengthened and rewarded, based on the selection of information sources by the academics in the study. University libraries that currently face budget cuts on acquisitions still play a pivotal role in information access, for the academic still depends on reading for generating professional and scholarly ideas, the "local environment syndrome" emerges strongly as a trend among information seeking by academics.

Edward Lumande and Athulang Mutshewa[37] **(1999)** conducted a study under the title "Information-seeking Behavior among University of Botswana Science Faculty". The study showed that the UB science academics develop new ideas through thinking and reading. Twenty seven percent of them reported that they find out about the existence of information by reading reviews. While all the respondents reported that they do need information, 74 percent and 72 percent reported that they generate new ideas for research through thinking and reading, respectively. Fifty percent reported that they seek information to develop their careers. The study concludes by providing some recommendations on how the academics can be encouraged to make use of available library resources to their benefit with emphasis on the young junior lecturers.

Andrew Dalgleish and Robert Hall [38] **(2000)** conducted a study under the title "Uses and perceptions of the world wide web in an information seeking environment". There are number of models which can be used to identify the various ways in which

the www can be used as part of the student learning experience. The major findings are responses to the information seeking content; expressed relationships to the process of information retrieval; perceptions of information quality; and attitudes to the future of the www in higher education. The result of the study examine how undergraduate students view their information acquisition in terms of the open resource model from diverse sources which may or may not be educationally based.

Eti. Herman [39] **(2001)** in this paper "End-users in academia: meeting the information needs of university researchers in an electronic age". This paper is the first part of a two-part paper, which examines the transition to the electronic information era in academia. It seeks to establish from the published literature as to what extent university researchers have accepted, and adapted to, the changes wrought in information activity by seemingly endless technological developments, within the wider context of the impact of the changing information environment on each of the three clearly discernible components of academic research, (the creation of knowledge and standards, the preservation of information, and the communication of knowledge and information to others), Disciplinary-rooted differences in the conduct of research and their influence on information needs are identified, and the resulting inter- and intra- individual variations in researchers' information seeking behavior are explored. Reviewing a large number of studies investigating the integration of electronic media into academic work, an attempt is made to paint the picture of academics' progressively harnessing the new technologies to scholarly information gathering endeavors, with the expressed hope of affording some insight into the directions and basic trends characterizing the information activity of university faculty in an increasingly electronic environment.

Nigel Ford [40] **(2001)** in his study "The increasing relevance of Pask's work to modern information seeking and use", Says that series of seven empirical studies conducted in Sheffield lend support to the notion that learners spontaneously display styles of information processing behavior originally identified by Pask and Scott, that even versatile postgraduate students are susceptible to the effects of matching and mismatching of teaching and learning styles, and that the arena in which these learning styles may be observed extends beyond learning to information seeking activity including database searching. Much research is still to be done to resolve the enigma of learning styles. However, arguably Pask's time has come in the sense that

current computing software and educational infrastructure now allow with relative ease, the testing of the potential of Pask's constructs using large samples of students, and the realization of this potential in the development and delivery of mainstream teaching and learning resources.

Gudrun Thorsteinsdottir[41] **(2001)** conducted a study on "Information-seeking behavior of distance learning students". There is a constant stream of studies focusing on young undergraduates' information behavior; distance learners and mature students, if included in the studies are not usually identified as such. These students are often mature students who have other needs than young undergraduates living near the university. In the literature some problems and barriers faced by these students are noted, e.g. reasons for dropout. However, an increasing number of universities are offering distance learning programmes as an additional educational facility. Flexible learning requires a different type of pedagogic and service than the university and the university library traditionally offer. Many of the participants in these distance learning programmes live far away from their host institution, and therefore do not have the same opportunities as students living on campus as regards the use of university libraries as information sources. Consequently, distance learners demand various services from their local public library as well as from other available institutions that might be found in their neighbor hood. What hinders distance students in their studies and how they overcome these problems have to be identified, in other words the information behavior of distance learners ought to be studied.

Kaba Abdoulaye[42] **(2002)** in his study investigated the information seeking behavior of African students at the International Islamic University Malaysia library. The study attempted to understand students' awareness of services available to them in the library, and the main sources of information consulted by them. It also investigated students' perceptions of the library effect on their information-seeking behavior. Participants were found to be aware of the services available to them in the library. However, only one respondent appeared to be using interlibrary loan. Respondents also were found to be relying heavily on library books, periodicals, the Internet, and textbooks for course works, project or research papers. All of them agreed that the library has changed their information-seeking behavior.

Sriyani Ileperuma[43](2002) "Information gathering behavior of arts scholars in Sri Lankan universities: a critical evaluation". The method involves a questionnaire to collect both qualitative and quantitative data and descriptive statistical methods were

applied in the analysis of data. The response rate was around 70 per cent and each university was considered as a cluster. Arts scholars gather information for three basic types of activities; teaching, research and administration. The respondents spend 45-55 per cent of their time in the library and the majority ranked "to keep up with current developments" as the main reason for seeking information. In comparison to scientists, arts scholars appear to use publishers' catalogues as the most important source for new developments in their relevant fields. Many do not use index card files or outside assistance in searching literature.

G Kerins, R Madden and C. Fulton [44] (2004) conducted a study under the title "Information seeking and students study for professional careers: the cases of engineering and law students in Ireland. Findings reveal similar patterns in the information seeking behavior between students studying to become professionals and information seeking patterns of these groups identified in the Leckie et al. model. Students learned their information seeking strategies, including effective and less effective approaches, from educators. Misperceptions of the role and value of libraries and information professionals in their studies were common, and as a result, students often adopted information seeking strategies that excluded libraries and library staff. The two studies suggest that engineering and law students in Ireland could benefit from greater information literacy training and awareness, enabling them to acquire the information skills they need to function effectively and efficiently in their future professional work lives.

Angela Weiler [45] **(2005)** conducted a study under the title "Information-seeking behavior in generation Y students: motivation, critical thinking, and learning theory". Research in information-seeking behavior, motivation, critical thinking, and learning theory was explored and compared in a search for possible motivating factors behind students' dependence on television and the Internet for their information needs. The research indicates that only a very small percentage of the general population prefers to learn by reading.

Joanne E. Callinan [46] **(2005)** investigated "Information-seeking behavior of undergraduate biology students: A comparative analysis of first year and final year students in University College Dublin". To understand what differences exist between first year biology and final year students in University so that measures can be taken to address those needs? It examines awareness and use of different sources of information for their course-work, their use of the (E-) library, why they visited the

university library, the type of assistance they had received in using the library as well as the type of instruction they would like to receive in the future. A questionnaire was designed and administered to both sample groups to investigate the information-seeking behavior of these students in different years of their studies. Findings of the study highlights the positive aspects of seeking information from the student's perspective as well as the barriers they encountered when seeking course-related information. The findings show that there are differences in the extent to which sources of information are used by students in different years of their studies. Apart from web sites and web-based lecture notes, lack of awareness is the primary reason why undergraduate biology students did not use the library's electronic databases. Research limitations/implications of study do not distinguish between third and fourth year students in the final year sample. Practical implications – One of the key recommendations is that bibliographic instruction should meet the specific information needs of first year biology and final year biochemistry students as well as greater liaison between faculty and librarians in the area of collection development and information literacy. Originality/value of establishes the importance of a cross-sectional study in understanding the difference in students' information needs in different years of their studies.

K.E. Fisher, C.F. Landry and C. Naumer [47] **(2006)** conducted a study under the title "Social spaces, casual interactions, meaningful exchanges: 'information ground' characteristics based on the college student experience." In the late 1990s Fisher (writing as Pettigrew) proposed 'information grounds' to describe social settings in which people share everyday information while attending to a focal activity. This study was conducted at a major research university, home to 45,000 students. Data were collected by seventy-two Master of Library and Information Science (MLIS) students as part of an information behavior class. Trained in interviewing techniques, each MLIS student interviewed ten students in public places, including the campus and the university commercial district. Qualitative and quantitative analyses were supplemented by mini-reports prepared by the student researchers along with full-team debriefings. Using a people, place and information-related trichotomy, characteristics is discussed in terms of how they can be manipulated to optimize information flow in social settings. By understanding better the characteristics of 'information grounds' and the interactions among these characteristics, they may be able to develop social spaces in support of information flow and human interaction.

The college student and other studies suggest that 'information grounds' play an intrinsic role in facilitating communication among people and that by building an in-depth 'information grounds' typology, beginning with basic categorical characteristics, develop new methods for facilitating information exchange.

Rakesh Kumar Pal [48] **(2006)** the present article gives an overview of the information needs of the faculty members and research scholars of the department of Botany of M.S. University of Baroda. It describes in detail about ranking of information sources, use of information channels. It further looks in to the information seeking behavior of the sample population, methods of approach used in locating information, motivational factors that motivate them for seeking information etc. It also enquires about the extent of use and non-use of library. Later on it looks into the barriers in the use of the university library, merits of automation of the university library and networking.

Subarna Kumar and Sibsankar Jana Das [49] **(2006)** conducted a study under the title "Information seeking behavior of academic users in digital environment with special reference to Jadavpur university centre for digital library and documentation". They attempt to highlight the fundamentals of digital information seeking behavior and digital information need of Academic users of University Centre for Digital Library and Documentation in the changing context of digital environment.

David Ellis and Merete Haugan[50] **(2007)** carried at a study on the topic of "Modeling the information seeking patterns of engineers and research scientists in an industrial environment". They explore the role of information and information seeking in the Research and Development Department of an international oil and gas company. The information seeking patterns of engineers and research scientists were studied in relation to their research activities in different phases and types of project. The project phases were evaluation of alternative solutions; development and testing; and summary of experiences. The project types were incremental; radical; and fundamental. Eight major characteristics were identified in the patterns: surveying; chaining; monitoring; browsing; distinguishing; filtering; extracting and ending. The study analyses the requirements for different types of information in an environment where the need for internal and external resources are intertwined; it also compares features of the information seeking patterns of engineers and research scientists from this and previous studies. It was found that, although there were differences in the features of the information seeking patterns of the research scientists and engineers,

the behavioral characteristics were similar; and the study identified identical or very similar categories of information seeking behavior to those of previous studies of academic researchers.

Hichang Cho and Jae-Shin Lee [51] (2008), they examine the process of collaborative information seeking in intercultural computer-mediated communication (CMC) groups. The authors conducted a field experiment in which 86 students from three distant universities (one in the United States, two in Singapore) participated. The students participated in a collaborative learning practice in which they socially recommended information using a CMC system. The results demonstrate that the social context—that is, preexisting social networks, groups, and inter-group boundaries—significantly constrained the flow of information across intercultural CMC groups. The also found that the influence of the social context on CMC collaboration could be moderated by other contingent factors such as national culture and individuals' outcome expectancies of Internet use. They present results from testing their hypotheses using multivariate procedure and Quadratic Assignment Procedure network regression analyses and conclude with a discussion of the findings and implications for future research.

Jenny Bronstein and Shifra Baruchson-Arbib[52] (2008) The study investigated the process of information channel selection of Jewish studies scholars in Israel according to two theoretical frameworks, the 'cost—benefit ratio' that focused on the quality of the information provided by the channel and the 'least effort principle' that focused on the accessibility of the channel. The study sought to identify which of the two parameters, quality of information or accessibility of the channel, was the decisive one when selecting an information channel. In order to further understand the underlying principle behind scholars' choice of information channels participants were asked about the obstacles they face when searching for information. Four obstacles were stipulated in the structured questionnaire: (1) cost; (2) distance, when the item can only be found at a distant location; (3) unfriendly interface; and (4) time that it takes to get hold of a copy of the desired item. They find out that, in general, participants' information channel use was not affected by the obstacles encountered in the information seeking process and that the quality of the information was the decisive factor in choosing information channel.

K.P. Singh and M.P. Satija, [53] (2008) This research is a report of the findings of a study of the information seeking behavior of agricultural scientists working in the

Indian Council of Agriculture Research institutions of Delhi, and Punjab Agricultural University, Ludhiana. They discuss the findings of various strategies and procedures adopted by the agricultural scientists in meeting their information requirement. The agricultural scientists were asked to rank the information sources indicating their order of priority while seeking information. They were asked to use a scale in order to indicate their priority on the basis of I, II and III. The results show that agricultural scientists have expressed great dependence in meeting their information requirement on their institutional library/information centre. Seventy-two per cent of the respondents for all categories of agricultural scientists preferred their library/information centre as the most preferred source. For accessing information agricultural scientists are highly dependent on the library collection, followed by the personal collection, collection of their supervisor and of colleagues in order of decreasing priority.

3.3.3 ISB study of Business, Economy and Marketing

Chun Wei Choo, Brian Detlor and Don Turnbull [54] (2000) conducted a study under the title "Information Seeking on the Web: An Integrated Model of Browsing and Searching". The result of the study of how knowledge workers use the Web to seek external information as part of their daily work. Thirty-four users from seven companies took part in the study. Participants were mainly IT specialists, managers, and research/marketing/consulting staff working in organizations that included a large utility company, a major bank, and a consulting firm. Participants answered a detailed questionnaire and were interviewed individually in order to understand their information needs and information seeking preferences. A custom-developed Web Tracker software application was installed on each of their work place PCs, and participants' Web-use activities were then recorded continuously during two-week periods. The Web Tracker recorded how participants used the browser to seek information on the Web: it logged menu choices, button bar selections, and keystroke actions, allowing browsing and searching sequences to be reconstructed. In a second round of personal interviews, participants recalled critical incidents of using information from the Web. Data from the two interviews and the Web Tracker logs constituted the database for analysis. Sixty-one significant episodes of information seeking were identified. A model was developed to describe the common repertoires of information seeking that were observed. On one axis of the model, episodes were

plotted according to the four scanning modes identified by Aguilar (1967)[55], Weick and Daft (1983)[56]: undirected viewing, conditioned viewing, informal search, and formal search. Each mode is characterized by its own information needs and information seeking strategies. On the other axis of the model, episodes were plotted according to the occurrence of one or more of the six categories of information seeking behaviors identified by Ellis[57] (1989, 1990): starting, chaining, browsing, differentiating, monitoring, and extracting. The study suggests that a behavioral framework that relates motivations (Aguilar) and moves (Ellis) may be helpful in analyzing patterns of Web-based information seeking.

Joey F George [58] (2004) in his paper "The theory of planned behavior and Internet purchasing", says that several opinion polls have found that many consumers resist making purchases via the Internet because of their concerns about the privacy of the personal information they provide to Internet merchants. Using the theory of planned behavior as its basis, this study investigated the relationships among beliefs about Internet privacy and trustworthiness, along with beliefs about perceived behavioral control and the expectations of important others, and online purchasing behavior. Data were collected from 193 college students. Analysis of the data indicates that beliefs about trustworthiness positively affect attitudes toward buying online, which in turn positively affect purchasing behavior. Beliefs about self-efficacy regarding purchasing positively affect perceived behavioral control, which in turn affects online purchasing behavior. In short, respondents who believed in the trustworthiness of the Internet and in their own abilities to buy online were more likely to make Internet purchases than were those without such beliefs.

Robert Ikoja-Odongo and Dennis N. Ocholla [59] (2004) conducted a study under the title "Information Seeking Behavior of the Informal Sector Entrepreneurs: The Uganda Experience". Reports of the study aimed at identifying the information needs and uses of the informal sector in Uganda. The demographic and business characteristics of these entrepreneurs are highlighted and empirically tested with regard to their information needs. This study has largely employed qualitative research methodologies, such as the critical incidence technique for interviews with 602 informal sector entrepreneurs from a variety of trades. Observations of the entrepreneurs' work environments and historical methods were also employed. The results suggest that modern/ exotic models of information transfer based on textual media and ICT exhibit less impact on the entrepreneurs' information needs and use at

macro levels because of poverty, illiteracy and poor information infrastructure. It is however noted that most 'elite' models share a platform with information behavior of entrepreneurs at the micro levels. They find out that an appropriate model for information behavior for the information poor community must be grounded on oral traditions and indigenous knowledge and be sensitive to poverty, infrastructure and illiteracy. Recognition is also made of the need for information repackaging and the use of appropriate media for information provision.

G. Pezeshki-Rad and N. Zamani [60] (2005) carried out an investigation designed to explore the information-seeking behavior of extension managers and specialists in Iran, and to identify the factors that correlate with this behavior. A questionnaire was developed to explore information-seeking behavior of extension managers and specialists. The questionnaire was distributed to thirty-eight public extension managers and 175 public extension specialists who work for Deputy of Extension and Farming System of Iran's Ministry of Agriculture. Data collected were analyzed using the statistical package for the social sciences (SPSS). Appropriate statistical procedures for description (frequencies, percent, means, and standard deviations) were used. The main motivation for seeking job-related information by both public extension managers and specialists was interest in developing their own job-related information. The top three mostly used information sources by extension managers and specialists were Persian books, Persian scientific magazines, and scientific-technical reports. Concerning communication channels, interpersonal communication with colleagues, in-service training courses and scientific-technical conventions were ranked respectively as the three top communication channels used by respondents. There was a negative correlation between managers' years of extension work and their information-seeking behavior. For specialists, a significant positive correlation was found between years of education, level of job satisfaction and information-seeking behavior. The provision of valuable information sources, and removing information seeking barriers, can improve information-seeking behavior of extension specialists and managers.

E Thivant[61] (2005) in this article "Information seeking and use behavior of economists and business analysts." Discusses that the aim of this paper is to deal with the information seeking and use problem in a professional context and understand how activity can influence practices, by taking as examples, the research undertaken by economic analysts. It analyzes the relationship between the situational approach,

described, the work environment complexity (with social, technological and personal aspects), and the information seeking and use strategies, which relied on Ellis and Wilson's model, with comments. Use questionnaire and the SICIA (Situation, Complexity and Information Activity) methods. The SICIA method is a qualitative approach, which underlines the relationship between situations, professional contexts and strategies. Both methods allow better understanding of how investment analysts find out what they need for their job end. Clarify their information sources and practices of information seeking, which are very particular because of their activities. The analysis is complete by interviewing analysts from financial institutions. A qualitative mode of analysis was used to interpret the interviewees' comments, within the research framework adopted. It finds similarity in information seeking and use strategies used by these two groups and environmental levels meet in most situations, but some differences can be also found, explained by the activity frameworks and goals. This study demonstrates that the activity and also the professional context (here the financial context) can directly influence practices.

Jihye Park and Jayoung Choi [62] (2006) conducted a study under the title "Multi-channel retailing in Korea: Effects of shopping orientations and information seeking patterns on channel choice behavior". A questionnaire was used to assess research variables and mailed out to 10,000 individuals in South Korea who were randomly selected from a purchased national database. A total of 2,926 usable questionnaires were returned for a 29 percent response rate. Findings shopping orientation, information search, and demographics differentiated shopper groups: single-channel offline users, single-channel online users, multi-channel offline users, and multi-channel online users. A lack of theoretical approaches, a direct self-assessment for store choice behavior, and duplicated measures for independent and dependent variables perhaps limit its usefulness. Provides guidance lines to global retailers who plan to pioneer new markets with multi-channel retailing strategies. Shopping orientations, perceived usefulness of information sources, and demographics can be effectively used to identify target markets in Korea. This study first explored Korean consumer profiles in the context of multi-shopping channels and added valuable empirical findings to the current limited literature in multi-channel retailing in the international market and to help global retailers identify consumer segments based on channel choice behavior.

3.3.4 ISB study of Media, Media People and Journalist

David Nicholas...et. al [63]. (2000) conducted a study under the title "The impact of the internet on Information Seeking in the media". The aim of the study was to examine: Closely and qualitatively the impact of the internet on a strategic information community of whom it might be assumed to be of immense significance. The questionnaire, interview and observation method were used to collect the data from 300 people from more than 50 media organization in the UK. The major findings of the study were: Poor access to the internet; and good access to other information resources were largely the reason for this; Journalists and Librarians were also significant users of internet. Searching the www was the principal internet activity; and News papers and Official sites were favored and E-mail was used on a very limited scale.

Simon Attfield and John Dowell [64] (2003) Conducted a study under the title "Information seeking and use by newspaper journalists". Describes work activity in the context of a series of behavior shaping constraints and cognitive and external resources. Describes the journalist's information seeking as motivated by originality checking (of the angle), developing a personal understanding, discovering/confirming potential content and also describes information gathering and managing multiple information spaces. Shows how these are motivated by context, facilitated by resources, and how they enrich the journalist's resource space. Also shows that journalistic work is uncertain as a function of an uncertain context and their continually evolving plans. These result in provisional and unstable relevance judgments, and, during later stages, the reinitiating of preparatory information seeking activities, including the relocation and review of previously read documents.

Mumtaz A Anwar, Husain Al-Ansari and Abdullnaser Abdullah [65] (2004) in this study investigated the information seeking behavior of working journalists in Kuwait using a self-administered questionnaire. The 92 respondents were mostly male, Arabic speaking, and expatriates. In terms of the type of information, they place emphasis on fact-checking, general and background information. Information is obtained by using a wide variety of both informal and formal sources. 'Human' sources, Internet, and 'press releases' are considered high in terms of both importance and satisfaction. The availability and use of 'in-house electronic library of stories / reports generated by their colleagues' is not only very limited but is also not satisfying. They consider their

information searching skills very important for their work and are willing to go through training if it were provided to them. Lack of time is their top ranking problem. Several recommendations are made for improving the existing situation.

3.3.5 ISB study of related to Psychology Aspects, Health, Physicians, Patients and Hospital

Wies Weijts, [66] ... etc. (1993), conducted a study under the title "Patients' Information-Seeking actions and physicians' responses in Gynecological consultations". Verbatim transcripts of 32 gynecological interviews audio taped in a natural situation were analyzed. Most information-seeking actions concern the nature or procedure of treatment and are formulated in a straightforward way. However, causal aspects of complaints are often addressed through indirect requests for information. Patterns of comparable information-seeking actions and responses reveal that most information-seeking actions elicit adequate responses. Only indirect requests for information run a high risk of resulting in minimal answers.

Yamashita Yumi, Komiya Miyuki and Abe Shin'ichi[67] (1995), conducted a study under the topic "Information needs and behavior of university hospitals directors in Japan". There have been very few studies of physicians' information needs in Japan. Earlier In 1993, investigated information needs of about 1000 general practitioners and directors of general hospitals, other than university hospitals, throughout Japan. In the present study, they investigated the information needs of directors of university hospitals to supplement the previous study. A questionnaire was sent to all 78 university hospitals in Japan with a self-addressed envelope. Most questions were identical to those used in the previous investigation. The response rate was 44.0%. The questionnaire showed that half of the respondents spent 1 to 2 hours per day searching for medical information, and that 100% obtained the information from academic journals. About 80% of respondents had used the library of their own university, and 80% used the information resources on their university's computer network. More than 90% of respondents were satisfied with the present situation. In this survey, different information needs and behaviors were identified. Continued research will aid information professionals in characterizing and determining the information needs and behaviors of clinicians in Japan.

Pamela J. McKenzie and Robert F. Carey [68] (2000) in his paper "What's wrong with that woman?"– Positioning theory and Information-Seeking Behavior'. They

offer social positioning theory as a framework for exploring the ways in which the visibility of an individual's health status is linked to socially constructed subjectivities that can affect the individual's information-seeking behavior. Qualitative analysis of data from two doctoral studies (collected through participant observation and 40 semi-structured interviews) illustrates the utility of social positioning theory as a framework for studying two specific health contexts: systematic lupus erythematosus, and twin pregnancy. Adopting a 'position' involves the use of discursive practices which define the relations between self and others. Such practices frequently draw upon common social representations of particular phenomena. The findings indicate that the visibility of health status is related to subject positioning, and that positioning theory offers insight into the mutually specifying correspondence between local discursive practices and styles of information behavior. The pregnant woman's expanding abdomen makes her health status evident to others, often positioning her as a willing recipient of advice and information. Cultural assumptions associated with "twins" can both facilitate and constrain the woman's information seeking ("Better you than me."). However, the stock of shared cultural understandings associated with lupus is comparatively sparse. Symptoms such as hair loss, skin rash, and weight gain may therefore lead to positions which are experienced by novice patients as stigmatizing ("What's wrong with that woman?"). Even when evident symptoms disappear, the stigmatized position can be maintained through secrecy ("No one can tell I have lupus."). In these situations, information-seeking is relegated to the confidential encounters characteristic of expert disciplinary regimes. As a heuristic tool, then, positioning theory provides an opportunity for analysis of the means by which the information-seeking subject is configured through discursive encounters.

Tim Wales [69] **(2000)** investigated on "Practice makes perfect? Vets' information seeking behavior and information use explored" collected a random sample of UK veterinary practitioners which was surveyed and interviewed on behalf of the Royal College of Veterinary Surgeons Welcome Library to identify key issues in veterinary information use and information seeking behavior. A greater proportion of respondents used the Internet for veterinary information than used a veterinary library. However, conventional journals, textbooks and conferences were the main information sources used. Some variations in information source use by practice size and type and information type were identified. The majority of library users and non-users wanted enhanced library access via the Internet, especially to full-text journals.

Adam Joinson and Phil Banyard[70] **(2002)** Conducted a study "Psychological aspects of information seeking on the Internet". Two studies are presented that investigate information seeking behavior on the Internet. In study one, soccer fans' information seeking on the World Wide Web is investigated. In study two, access rates to a cancer information Web site are analyzed. It is tentatively argued that there is a tendency for people to access information more commonly avoided in "real life", although in the case of football fans, the tendency to "bask in reflected glory" remains when online, while cutting off reflected failure is minimized. Implications for understanding and researching psychological processes of Web browsing behavior are discussed.

Simon Attfield, Ann Blandford and John Dowell [71] **(2003)** conducted a study under the title "Information seeking in the context of writing: A design psychology interpretation of the problematic situation." Information seeking does not occur in a vacuum but invariably is motivated by some wider task. It is well accepted that to understand information seeking we must understand the task context within which it takes place. Writing is amongst the most common tasks within which information seeking is embedded. This paper considers how writing can be understood in order to account for embedded information seeking, writing as a design activity and explores parallels between the psychology of design and information seeking. Significant parallels can be found and ideas from the psychology of design offer explanations for a number of information seeking phenomena. Next, a design-oriented representation of writing tasks as a means of providing an account of phenomena such as information seeking uncertainty and focus refinement is developed.

Amanda Spink [72] **(2004)** in her paper "Multitasking information behavior and information task switching: an exploratory study." Says that resent studies show that humans engage in multitasking information behaviors, often in libraries, as they seek and search for information on more than one information task. Multitasking information behaviors may consist of library search and use behaviors, or database or Web search sessions on multiple information tasks. However, few human information behavior models of seeking, searching or use, or library use models, include considerations of multitasking information behavior. The information seeker sought information on four unrelated personal information tasks during two public library visits. Findings include an taxonomy of information behaviors; a sequential flowchart of the information seeker's complex and iterative processes, including multitasking

information behavior, electronic searches, physical library searches, serendipitous browsing, and successive searches; and that the information seeker engaged in a process of 17 information task switches over two library visits.

M Jain, D Nandan & S K Misra [73] **(2006)** conducted a study under the title "Qualitative assessment of health seeking behavior and perceptions regarding, quality of health care services among rural community of district Agra". They assess the health seeking behavior and perceptions of rural community regarding the quality of available health care services. Study Area: 18 villages of 3 rural community development blocks of district Agra (Uttar Pradesh) selected on the basis of performance for achievement of RCH indicators. Sampling Technique: Multistage stratified random sampling. Study Unit: Men and women in reproductive age group. The responses of community members were free listed and semi-quantified using standard qualifiers. For health related problems community members first discuss with family members and other influential persons of their caste community and accordingly take decision regarding where to seek care and/or treatment. Majority of people first try some home treatment and only when they are not relieved they opt for approaching any provider. Choice of health provider is in fact dependant on decision makers which could be elder male family members or some other person from the community. Literacy status, socioeconomic status, past experience and perceived quality of health care services also play pivotal role in selection of provider. Quality of available health care services was poor in the opinion of respondents as a result of which rural community prefers to approach private providers ranging from indigenous medical practitioners.

Levi Ross, Connie L. Kohler, and B. Lee Green[74] (2007) state that public health actions to improve African American men's ability to make informed decisions about participation in prostate cancer control activities have a greater likelihood of success when they are theory driven and informed by members of the target population. This study reports on formative research to evaluate the usefulness of the theory of reasoned action as a model to explain and predict prostate cancer information-seeking behavior by African American men. Fifty-two men participated in eight focus group interviews. Positive behavioral beliefs for obtaining prostate cancer information from physicians included increasing awareness of and obtaining accurate information about the disease, early detection and screening, and treatment. Negative beliefs included

fear, distrust, and inconvenience. Significant others, peers, siblings, and religious leaders were identified as individuals who could influence this behavior.

3.3.6 ISB study related to computer internet and web searching:

K Williamson, D Schauder and A Bow [75] (2000) in this article title reports a study which investigated information seeking by blind and sight impaired people, with particular emphasis on the role of the Internet. The study focused very specifically on both personal lives and broader social contexts. The techniques for collecting qualitative data included two focus groups involving 16 participants and 15 individual interviewees, from both city and country settings. The findings of the study address issues of information needs, information sources, the role of the Internet in meeting needs and the barriers to the use of the Internet. The conclusion is that people who are blind and sight impaired deserve to be provided with a range of ways of meeting information needs, as are available for people with normal sight. Given the inexorable continuing impact of the information age, it is also concluded that ways must be found so that people with disabilities can participate equitably in the information economy.

Reijo Savolainen[76] (2002) in his paper "Network competence and information seeking on the internet from definitions towards a social cognitive model". reflects the conceptual and practical questions of network competence in the context of information seeking. Network competence is seen as one of the information-related competences and is defined as the mastery of four major areas: knowledge of information resources available on the Internet, skilled use of the ICT tools to access information, judgment of the relevance of information, and communication. Drawing on the ideas of the social cognitive theory, a model of network competence is introduced in order to discuss network competence in action. In the model, network competence is put in practical context by relating five major factors: network competence, self-efficacy, outcome expectations, affective factors such as anxiety, and experiences received from information seeking on the Internet. Particular attention is devoted to the connections between network competence and self-efficacy which denote a person's judgment of his or her ability to organize and execute action, such as finding information on the Web.

Surya Nath Singh and B.S. Garg[77] **(2002)** conducted the study under the title "Impact of information Technology (Computers) on Biomedical Information centers and Libraries (ICL) In India: A critical evaluation". The objectives of the study are: to evaluate the status of computer current scenario of Biomedical ICL in India; to identify and examine different aspects of computers; to determine the impact of computers on the practice of biomedical librarian-ship; LJSE of Computers by the biomedical ICL, users and professional. The major findings of the study are: The majority of users of (ICL) in the study expressed that all staff except clerical should have higher qualification than before due to the introduction of IT; about 90% of the biomedical ICLs in India do not use Computers fully; biomedical information users depend on Computer facility for the various purposes. Almost all the biomedical ICLs use various computerized data base services.

Chun Wei Choo and Christine Marton[78] **(2003)** Conducted a study under the title "Information seeking on the Web by women in IT professions". The paper develops a behavioral model of Web information seeking that identifies four complementary modes of information seeking: undirected viewing, conditioned viewing, informal search, and formal search. In each mode of viewing or searching, users would adopt distinctive patterns of browser moves: starting, chaining, browsing, differentiating, monitoring, and extracting. The model is applied empirically to analyze the Web information seeking behavior of 24 women in IT professions over a two-week period. Results show the participants engaged in all four modes of information seeking on the Web, and that each mode may be characterized by certain browser actions. Overall, the study suggests that a behavioral approach that links information seeking modes (goals and reasons for browsing and searching) to moves (actions used to find and view information) may be helpful in understanding Web-based information seeking.

Sameh Shaaban, John McKechnie and Stephen Lockley[79] **(2003)** Conducted a study under the title "Modeling information seeking behavior of AEC Professionals on online technical information resources". With the increasing popularity of architectural, engineering and construction (AEC) online information resources, studies have emphasized the need for domain specific systems that acknowledge both the user's information tasks and skills. This study concentrates on analyzing the users' information behavior when involved in an online information seeking session. This analysis aims to find out whether there are patterns of information seeking behavior among the AEC professionals. The study is based on a live web-based information

access system, which contains a large collection of technical AEC documents. Web transaction logs, of around 200,000 user sessions, were gathered and statistically examined. Cluster analysis methods have been performed in order to find the optimal natural groupings of information seeking behaviors among the system users. Results shows the popularity of the 'exploring results' and 'simple searching' activities among all users. Common usages of short queries have also been noted. Four clusters of user seeking behavior have been found. The statistical characteristics of each cluster as well as the authors' interpretations of their common usage patterns have been discussed.

H. Bruce, W Jones and S Dumais [80] (2004) wrote about "Information behavior that keeps found things found". Reports on a study that the researchers call: 'Keeping found things found on the Web' or 'KFTF'. They focus on the classic problem of ensuring that once a useful information source or channel has been located, it can be found again when it is needed. To achieve this goal, individuals engage in information behavior that the research team refers to as keeping and re-finding. The study observed both types of information behavior. To study keeping, the researchers designed an observational study to record what people do in their offices when they are searching or browsing the Web and they find information they want to keep for re-use. This behavior was observed and then analyzed for its underlying purpose in the first phase of the KFTF study (the keeping study). In the second phase of the study (the re-finding study), the researchers designed a delayed recall observation which required participants to re-find information on the Web that they had located during the observations of phase 1. This delayed recall study focused upon observations of re-finding information. Finally, the researchers conducted a survey to validate and augment the data from the keeping study.

David Nicholas et.all authors [81] (2004) in their paper "Re-appraising information seeking behavior in a digital environment: Bouncers, checkers, returnees and the like". Collating data from a number of log and questionnaire studies conducted largely into the use of a range of consumer health digital information platforms, Centre for Information Behavior and the Evaluation of Research (Ciber) researchers describe some new thoughts on characterizing (and naming) information seeking behavior in the digital environment, and in so doing, suggest a new typology of digital users. The characteristic behavior found is one of bouncing in which users seldom penetrate a site to any depth, tend to visit a number of sites for any given information

need and seldom return to sites they once visited. They tend to "feed" for information horizontally, and whether they search a site of not depends heavily on "digital visibility", which in turn creates all the conditions for "bouncing". The question whether this type of information seeking represents a form of "dumping down or up", and what it all means for publishers, librarians and information providers, who might be working on other, possible outdated usage paradigms, is discussed.

J. Kari [82] **(2004)** "Web information seeking by pages: an observational study of moving and stopping". The intention of this paper is to look at how the World Wide Web is used in looking for information in the domain of personal development. The theoretical aim of the paper is to elaborate conceptual tools for understanding better the content of Web pages, as well as navigation through the Web. To obtain detailed and valid data, totally free-form Web searches by fifteen individuals were observed and videotaped. The 1,812 pages visited by the informants, along with their actions therein, were examined and coded. The study explores the subject, language and content type of the viewed pages, as well as the tactics, strategies, interfaces and revisitation in moving from one page to another. Correlations between the variables are also analyzed. One of the most interesting discoveries was the wide variety of different tactics for moving around the Web, albeit that only clicking on links and pushing the Back button stood out from the rest. The paper ends by presenting sundry theoretical, methodological and practical contributions of the research to the field of Web searching.

Hamid R Jamali, David Nicholas, and Paul Huntington, [83] (2005) study the use and users of scholarly e-journals: a review of log analysis studies. The advantages and limitations of log analysis are described and then past studies of e-journals' use and users that applied this methodology are critiqued. The results of these studies will be very briefly compared with some survey studies. Those aspects of online journals' use and users studies that log analysis can investigate well and, those aspects that log analysis can not disclose enough information about are highlighted. Findings of study indicates that although there is a debate about reliability of the results of log analysis, this methodology has great potential for studying online journals' use and their users' information seeking behavior.

Jannica Heinstrom[84] **(2005)** in this paper "Fast surfing, broad scanning and deep diving, the influence of personality and study approach on students' information seeking behavior", explores information behavior from a psychological perspective by

relating information seeking to personality traits and study approaches. Three information-seeking patterns – fast surfing, broad scanning and deep diving – emerged from the statistical analyses. Fast surfing could be related to a surface study approach and emotionality, as well as to low openness to experience and low conscientiousness. Broad scanning was linked to extraversion, openness, and competitiveness, whereas deep diving was a search pattern typical of analytical students with a deep and strategic study approach. The results are based on descriptions of behavior, not actual observations. Although the statistical results were significant, generalize able conclusions would have required more convincing figures. Further research is recommended in order to explore the three search styles in other populations and contexts.

Jela Steinerova and Jaroslav Susol[85] **(2005)** "Library users in human information behavior". Purpose is to study human information behavior as part of the research project on the interaction of man and the information environment and to analyze library users' information behavior on both sides of the information coin – information usage and information production/publishing. Library users appreciate easy access and well-organized forms of information, with an emphasis on electronic sources. In their capacity as authors of professional papers, only few subjects considered print and electronic publishing to be equal. Two user types have been derived from the data analysis. Type S manifests pragmatic ways of information seeking and appreciates the low cost and speed of electronic publishing. Type A is characterized by analytic, in-depth information processing, stressing the prestige and review process of print publishing. Based on the analysis, two information-seeking styles have been identified: strategic and analytic. Differences between the search styles suggest that systems designers, knowledge managers and libraries should be open to the creative use and representation of electronic information, taking into account different information behaviors.

Margaret Markland [86] (2005) explored the 'Does the student's love of the search engine mean that high quality online academic resources are being missed'? This compare the resource discovery network (RDN) hubs and Google as search tools within an academic context, taking into account well documented user information seeking behaviors. To find out whether the students' apparent preference for search engines as an information retrieval tool means that they might miss quality online resources to support their academic work. Design/methodology/approach of the

investigation was to factors about user behavior and service provision in mind, to conduct a small study to see what students are actually presented with, when they search for online information for their academic studies, by comparing search results from the RDN hubs and Google. Findings and Analysis of results suggests that the exclusive use of search engines will lead to users missing the high quality resources provided by the RDN hubs, that if users use subject gateways in the same way that they use search engines they are likely to miss much that the hubs' sophisticated structures and search options have to offer them, and that search engines do provide access to quality resources .Research limitations and implications of a larger scale investigation of the level of sophistication of searching behavior among hubs users is called for. This study emphasizes the need for online information service developers to take into account well documented user behaviors when designing new services.

Rita Ghosh[87] **(2006)** in her paper "Understanding User Needs and Building E-Resources". Says there is an increasing demand for information that matches real user needs. The main objectives of the libraries are to satisfy library user needs that depend on their demands. To fulfill these demands, the advanced libraries provides not only e-environment, e-resources, e-learning and e-services but also fulfill users role to use e-resources like their own knowledge about information and determine information value. For librarians, the challenge to adapt and continue developing professionally has never been greater. If librarians are going to lead this revolution they may not only be competent at searching, finding and providing information, but should also be fully computer-literate and skilled in the use and application of these emerging technologies.

P. Junni[88] **(2007).** Studied on the topic "Students seeking information for their Masters' theses: the effect of the Internet". The Internet has radically changed the global availability of scholarly publications. Today, a substantial part of the resources accessible for researchers and university students are offered through electronic site licenses, making the supply of easily obtainable information larger than ever. This brings forth an important question, what are the qualitative and quantitative effects of this development on the use of reference material in research and studies? To address the research question, reference lists of Masters' theses from 1985, 1993 and 2003 were studied in three disciplines: economics, psychology and mathematics, followed by semi-structured interviews of students who had finished their thesis in 2003. The quantitative data were analyzed using analysis of variance (ANOVA) with the

statistical program SPSS, where the significance of the results was measured with t-test. The findings show a substantial increase in the use of scholarly articles as references throughout the studied time periods, although the amount of other information sources had remained largely unchanged. There were also significant differences between the three disciplines in the contents of their reference lists, the amount of Internet resources that students used how they sought and obtained publications, and how they selected their sources. The Internet appears to have had a profound effect on the type and quantity of information that students use as references in Master's theses. One of the main problems that students reported was a lack of training in information seeking, and the abundance of irrelevant information on the Internet. Many respondents would have needed additional training on using library databases.

Solomon Bayugo Sulemani and Seth Agbeko Katsekpor[89] (2007) reports on a survey of convenient access to, and use of, electronic databases (CD-ROM and online) including full text journals and their effect on information seeking behavior of health sciences faculty at the College of Health Sciences of the University of Ghana Medical School. The survey documented preferences between print and electronic resource use, and the specific databases and full text journals that faculty have particularly found useful. The results showed faculty's lack of awareness and use of the two most resourceful full text journal databases available at the library (HINARI and PERI), hence they resorted to PUBMED as their source of access to full text articles. They conclude that most faculties now prefer using electronic access to information (CD-ROM/online) than traditional print indexes and abstracts.

3.3.7 ISB study of Society: Developed Society, Developing Society, Rural development, urban developments and Migrants worker.

K.P. Broadbent [90] (1990), studied the "Information needs for rural development". It discusses an information strategy for the rural sector in developing countries. Traces the broad concept of rural development over five phases and examines the difficulty in providing rural populations with greater access to information aimed at improving their lives. Consideration of user needs is critical since information must be focused, generated by demand, grassroots-based, reflective of local conditions and based on indigenous knowledge. ISD's rural development approach is multidisciplinary. Projects focus on information requirements across basic social, economic and

scientific issues. Rural information projects also require effective information flows at each phase to ensure that knowledge is actually being used. It recommends the strengthening and coordination of local information systems to better support rural populations as well as decision-makers.

Rita Marcella and Graeme Baxter [91] **(1999)** conducted a study under the title "A national survey of the citizenship information needs of the general public". The project was funded by the British Library Research and Innovation Centre and comprised a survey by questionnaire covering all regions of the United Kingdom. In total, 1294 responses were received giving a valid and demographically representative response rate of 45.7%. Major findings include that the majority of respondents had sought information in the past (59.4%) and that an even greater number predicted a future need for information (78.4%). Over three quarters of respondents said that they would use public libraries and between half and three quarters would approach Citizens Advice Bureaux, Post Offices, Government departments or family and friends. Face-to-face communications and reading a book were the most popular means of accessing information, but a wide variety of other preferred options were cited. Only a small proportion expressed a preference for using a computer to seek information, and there was a clear emphasis on public libraries as an appropriate location for accessing electronic information. A highly significant majority (79.2%) believed that access to information was very important for exercising their rights as a citizen.

Margaret O. Momodu[92] **(2000).** Conducted study under the title Information needs and information seeking behavior of rural dwellers in Nigeria: a case study of Ekpoma in Esan West local government area of Edo State, Nigeria." The extent and nature of rural populations in Nigeria is described. The study is reported which examined the information needs of rural populations in the Ekpoma district and its findings are discussed. These include information needs and information sources, and the information gathering habits discovered.

Rita Marcella and Graeme Baxter [93] **(2000),** in his paper "The impact of social class and status on citizenship information need: the results of two national surveys in the UK". This paper reports the key results of the Citizenship Information research project funded by the British Library Research and Innovation Centre. This research comprised two large-scale surveys of the citizenship information needs of the UK public. it focused upon the detailed analysis and examination of the results as they

related to issues of social class and status. The research revealed that social class and status had an impact upon information need and information seeking behavior, although the pattern which emerged was not a simple one. Certain social classes and status groups were not exploiting public library information resources as effectively as they might; equally, certain groups were less willing (or able) to take advantage of new technologies to access information and participate in democratic activities. Those groups most willing to use a range of information sources were more conscious of disadvantage resulting from a lack of information. It concludes that there is a real danger of exclusion for certain groups of the UK population and that information policy must reflect an awareness of the most appropriate patterns of information dissemination in order to overcome barriers to access for each of these.

Lokman I. Meho and Helen R. Tibbo[94] **(2003)** Conducted a study under the title "Modeling the Information Seeking Behavior of Social Scientists: Ellis's Study Revisited." They revisit David Ellis's information-seeking behavior model of social scientists, which includes six generic features: starting, chaining, browsing, differentiating, monitoring, and extracting. They uses social science faculty researching stateless nations as the Study population. The description and analysis of the information-seeking behavior of this group of scholars is based on data collected through structured and semi structured electronic mail interviews. Sixty faculty members from 14 different countries were interviewed by e-mail.

Andrew K. Shenton[95] **(2004)** in his paper "Research into young people's information-seeking: perspectives and methods". States that despite the fact that effective information skills are a prerequisite for young people in today's society, relatively little is known about how youngsters actually find information. The existing knowledge base on the subject is scanty and piecemeal, and few efforts have been made to explore, as an entirety, studies of young people's information-seeking and to isolate the methods, perspectives and strategies that researchers have adopted. Examination of these areas can alert prospective investigators to issues that they should explore and approaches that they might wish to take in their own work.

K. E. Fisher [96] **(2004)** wrote about "Information behavior of migrant Hispanic farm Workers and their families in the Pacific Northwest". Immigrants are generally perceived to be information poor, meaning they face major challenges with finding and using greatly needed everyday information. However, little research exists from an information behavior perspective as differences in language, culture, and other

factors such as access make immigrants a difficult population to study. The researcher explored the everyday information behavior and information grounds of migrant Hispanic farm workers through field observation and interviews with users and staff of community technology centers in a major agricultural area. Findings suggest that personal networks having various levels of credibility were used more readily than any other type of information source. Credibility and use of various sources seemed to relate to personal status as well as interest in information.

E. Yakel [97] **(2004)** conducted a study reported in his paper "Seeking information, seeking connections, seeking meaning: genealogists and family historians". Genealogy and family history are examples of everyday life information seeking and provide a unique example of intensive and extensive use of libraries and archives over time. In spite of the ongoing nature of this activity, genealogists and family historians have rarely been the subject of study in the information seeking literature and therefore the nature of their information problems have not been explored. This paper discusses findings from a qualitative study based on twenty-nine in-depth, semi-structured interviews with genealogists and family historians and observations of their personal information management practices. Results indicated that the search for factual information often led to one for orienting information. Finding ancestors in the past was also a means of finding one's own identity in the present. Family history is also an activity without a clear end goal; after the ancestry chart is filled in the search continues for more information about the lives of one's forebears. Thus, family history should be viewed as an ongoing process of seeking meaning. The ultimate need is not a fact or date, but to create a larger narrative, connect with others in the past and in the present, and to find coherence in one's own life.

L.M Baker [98] **(2004)** wrote about "The information needs of female Police Officers involved in undercover prostitution work". Few studies on information behavior have focused on professions such as police officers. The purpose of this study was to examine the information behavior of female police officers involved in undercover work in controlling prostitution. Seven Vice Officers were interviewed during the summer of 2003 and two were observed during one decoy operation. The model, Information Seeking of Professionals, provided the framework for understanding their needs within the context of their role as decoys. The results revealed that the officers need a variety of information and start seeking it before they transfer to the Vice Unit. Their work demands the use of several methods of informal communication,

including signals and dress code. Information sources include the men who solicit their services, the female sex workers with whom they share space, members of the community, and their fellow officers who are responsible for protecting their lives. The Information Seeking of Professionals model does not completely explain the information needs of police officers.

Dominic Hakim Silvio [99] **(2005)** in his paper investigates the "Information needs and information seeking behavior of immigrant southern Sudanese Youth in the city of London, Ontario, in Canada". Using focus group supported with semi-structured interviews, personal observation and examination of relevant records, data were collected from 24 youths in the different communities within the city of London. A simple percentage was used to analyze the data. The study examined information needs, sources and information seeking behavior as well as problems encountered by the youth in a bid to obtain information. The information needs of immigrant southern Sudanese youths in the city of London, Ontario are mainly academic in nature. Their chief sources of information included colleagues, friends, neighbors and relatives. Respondents tend to seek information that is easily accessible, preferably from interpersonal sources, unless there is a particular reason for avoiding interpersonal sources. Although most of the respondents knew what information is and its importance, results also showed that lack of awareness about where to obtain information on education and apprenticeship training is the most common problem of the southern Sudanese youths. Ways to facilitate information seeking and use are indicated. This research indicates that the means and sources of information seeking found in the southern Sudanese youth in the city of London are no longer adequate, practical suggestions that would facilitate information seeking and use among immigrant southern Sudanese youth in the city of London are given.

Douglas J. Ernest, Allison V. Level and Michael Culbertson [100](2005) Conducted study under the title "Information-seeking behavior for recreational activities and its implications for libraries". Purpose of the study was to prove that studies conducted over the past several decades repeatedly indicate that information-seeking behavior by members of the general public involves consultation of a variety of potential information sources, including libraries. The study results indicate that respondents do turn to the internet for some of their information needs. Web sites providing information on three hiking areas were also analyzed to determine their accuracy and access to information. The study concludes that information-seeking behavior on the

internet represents investigation of sources that existed in the pre-internet era but that access has altered from earlier mechanisms, such as paper mail, telephone, or on-site visits, to electronic investigation. Libraries continue to represent a potential information source, provided that they take advantage of electronic access.

Michael Tidwell and Patricia Sias[101] (2005) conducted a study under the title "Personality and information seeking: Understanding how traits influence information-seeking behaviors". Organizational newcomers go through various socialization processes before becoming organizational veterans. Information seeking (a self-socialization process) involves newcomers' proactively seeking new information, most times to reduce uncertainty. This study assessed how personality traits, specifically, Costa and McCrae's Big Five, affect this process. Multiple regression analyses indicate that certain traits influence information seeking directly and via the mediation of social costs, of particular note are the results surrounding extroversion. Specifically, the data suggest a direct relationship between extroversion and covert relational information seeking, whereas perceived relational social costs also mediate this relationship. Several important extensions to the literature are discussed herein.

Neo Patricia Mooko [102] (2005) conducted a study under the title "The information behaviors of rural women in Botswana." This study investigates the information needs and information-seeking behavior of rural women residing in three non-urban villages in Botswana. The total population of the study was divided into two groups, opinion leaders and women residing in the three villages. The women residing in the villages were either single heads of households or married. The family situations that led them to seek information included health, agriculture, employment, family violence, and basic needs for the family. In addition, the women needed information on government aided funding, welfare subsidies and policies, and training. The sources of information used included village nurses, community welfare officers, and traditional doctors, other women in the villages, village chiefs, and agricultural demonstrators.

3.3.8 Information seeking behaviors, Information retrieval, information needs, information activity, ISB of Government, legislature, executive, legislative library, Member of parliaments and governments administrative departments.

David Menhennet[103] (1982), correlated out study on the topic House of Commons Library at Westminster: some recent developments. In order to fulfill its central role in the British democratic process Parliament needs information: precise accurate and sometimes complicated and specialized information over an ever-widening subject area and which often is required rapidly for the purpose of immediate debate. The House of Commons Library has since 1946 played a major part in the provision of official, politically objective information and research services for the House of Commons and its 635 Members, and the present study outlines some of the more recent developments in these services. Sections on the Library's terms of reference and on its current organization and staffing are followed by consideration of the Parliamentary (or Library) Division and of the Research Division respectively. The study concludes with a personal view on the distinctive role of parliamentary librarianship today within the library profession generally.

W.P.C. Gurure (1985)[104] in this research article "Research, information and documentation services for Members of Parliament" focused on the situation in Zimbabwe in terms of research, information and documentation services for members of Parliament.

Lewayo (1986) [105] wrote on the role of the Malawi Parliament Library in providing a service to members of parliament, administrative staff and outside users.

Marc A. Levin [106] **(1991),** in this research paper assesses the "The Information-seeking behavior of local Government officials" i.e top-level municipal and county government officials. Data were obtained through a 1989 mail questionnaire sent to 200 local officials serving in the San Francisco Bay Area of Northern California. One hundred and fifty-six officials returned usable questionnaires, resulting in a 78% response rate. The survey explored eight attitudes of policy-makers toward gathering information: kinds of information needed, preferred sources, barriers to accessing information, use and usefulness of professional reading materials, receptiveness of public affairs organizations, satisfaction with amount of information, time spent in information-gathering, and the role of office computers. Findings are that high-ranking local officials spend significant work time engaged in information-related tasks, are generally satisfied with their results, are pessimistic about the professional literature yet optimistic about public interest organizations as information providers, and undervalue external library-based resources and computer-assisted information services. Suggested improvements in the delivery of information to local decision-

makers focus on the development of electronic "expert systems" and the need for an information-literate local bureaucracy.

I. Ronai and M.N. Bryant [107] **(1992)** conducted a study under the title "The role of Hungary's Parliamentary Library in fostering democratic decision making", It stated that the Hungarian parliament library has become the focal point for the development of information sources and services for the Members of Parliament and their committee. Their paper traces the early development of the parliamentary library in Hungary, its new role in a democratic society and its taking assistance from the USA in facilitating its further development as an active participant in assisting the legislature in its creation of a new democratic society.

D. Engelfield (1993)[108] in this research paper assesses the "Guidelines for Legislative Libraries", stressed that it is important that all concerned with providing services for legislators should understand the needs and most effective methods of establishing necessary support for legislative libraries.

H. Freidin[109] **(1993)** conducted a study under the title "The information requirements of Israeli Parliamentarians (Knesset Members); findings of a survey". This study sought to determine the needs of Members of the Israeli Parliament (Knesset). It found that Members do not possess objective and reliable information as a basis for decision making, and that Members hardly ever use the computerized information services available to them.

V. Martell (1994)[110] in this research paper "Providing an information service to MPs: The Labour Party resource centre at the House of Commons", found out that MPs need information for, among other reasons, the following range of purposes—for participating in debates, asking parliamentary questions, making speeches, answering correspondence, appearing in the media, communicating with their electorate, making visits within their constituencies or to other regions or countries, and to ensure their re-selection as a candidate and re-election as an MP.

R.J.N. Bannenberg (1995)[111] in his paper entitled "Building Members' understanding and support for the parliamentary libraries". He revealed that a better understanding of library services among parliamentarians can attract more finance to the library. The paper indicates that the survival of a Member of Parliament depends upon having the right information at the right time. Therefore, MPs seem to have an exhaustive appetite for information. The author reminds of the principle "Compete or Perish" to librarians for a better service.

Batlang Comma Serema[112] (1999) in his paper entitled "Matching MPs' information needs and information services in the House of Commons". That members' request for information continues on its upward trend and shows no sign of reaching a plateau. This may in part be driven by the general demands of the "information age" and reflected in the ever larger amounts of constituency mail reported by Members. Other factors may include an increasing proportion of younger politicians and more research assistants as a result of increases in the Office Cost Allowance. The Library was considered a key, and indeed indispensable, source of information by MPs. It was valued particularly for speed of response, accuracy, and helpfulness. An exceptionally high rating was given to the quality of Library services as a whole by information users, information providers (Library staff and Parliamentary Labour Party Resource Centre staff), and the coordinating group (Information Committee). Concludes that user surveys are very central in ensuring a quality information service for Members of Parliament, and the study indicated that on the whole the House of Commons Library Information services match the information needs of UK MPs.

Rita Marcella, Lona Carcary and Graeme Baxter [113] **(1999)** conducted a study under the title "The information needs of United Kingdom Members of the European Parliament (MEPs)". Investigates attitudes amongst decision makers in the European Parliament to the role of information in their work, and their ability to identify access and evaluate that information most relevant to their needs. Aims to elicit data regarding levels of satisfaction amongst MEPs in relation to information retrieval and to identify areas of information need which were not being addressed. Results reveal the wide range of subjects that are of interest to MEPs; that all MEPs have research assistants to help in their work, with an average of 3.5 assistants per MEP; the majority of these assistants are based in the UK and are employed full-time; and that the most popular sources were unofficial, informal contacts and MEPs' own files, as opposed to the official EU databases and services. The main finding problems faced by MEPs in information retrieval are pressure of time and the overwhelming number and variety of information sources available, the study makes recommendations for further research.

A.A. Alemna and K.E. Skouby[114] **(2000)** conducted a study under the title "An investigation into the information needs and information-seeking behavior of members of Ghana's legislature" It concludes that a better understanding of this

question is fundamental to the achievements of their job objectives. They stated that as more aspects of society become subject to legislation and forms of centralization, the more knowledge MPs are required to have in order to take decisions in areas in which they have little prior knowledge. Includes the questionnaire used in the survey.

Rita Marcella[115] **(2001)** in his paper describes the results of an exploratory survey by questionnaire distributed via a variety of information agencies, designed to investigate women's information needs and patterns of information-seeking behavior in relation to the European Union. It explores women's attitudes to information and its value to them in a range of different life contexts, as well as their use of information agencies and of information and communications technologies. The results show that women value information highly and that they search for and use a wide range of categories of information in relation to education and their professional and personal life. Findings also suggest that respondents tend to predict high levels of future use of European information, in particular in relation to democratic participation and self development. Women were conscious of barriers to information access and suggested a range of measures that might improve access. They were generally positive about participating in training in the use of electronic networks and about the likelihood of their using networks to access information about the European Union.

Lawrence Jacobs and James Druckman [116] **(2004)** "Lumpers and Splitters: The Public Opinion Information That Politicians Collect and Use" Are the decisions of American policy makers informed by aggregated information on trends in the public's ideology or disaggregated information on the public's policy specific preferences? In this paper, they discuss two explanations for the types of public opinion information that politicians collect and use. Using a unique data set of private polls from the White House of Richard Nixon, they find that when opinion data on specific policies were available, the President relied on them and not on aggregated ideology data. This allowed the President to appease the median voter in salient policy areas. On less important issues, however, they find that the President often chose not to collect policy specific data and instead relied on aggregate measures. In these areas, the less costly information on ideological trends played a significant role in encouraging the White House to move in the conservative direction demanded by its political base. The differential collection and use of information by policy makers has implications for representative democracy and the demands placed on citizens and governors.

B.J. Mostert and N. Dennis [117] (2005) conducted a survey under the title Information needs and information seeking behavior of parliamentarians in South Africa. The study aimed at determining the information sources, service and systems used in South Africa by the parliamentarians, and also to investigate the role of the parliamentary libraries in the information provision process. A survey was conducted by use of questionnaires targeting all parliamentarians in South Africa and a response rate of 23% (167) was received. This study has revealed that parliamentary libraries are underutilized because parliamentarians use other equally competing information sources largely accessed through the internet. Further, South, Africa has enormous information sources and services that legislators can access and exploit and the use of electronic sources of information is growing rapidly, almost reaching the level of use of print sources. Unexpectedly, oral sources of information are used less. Parliamentary libraries have a potential to offer a variety of services to parliamentarians, yet they are not well-utilized, perhaps because of reasons such as poor marketing and innovative information services. A new model proposing and explaining information-seeking strategies popular to parliamentarians in South Africa has extended Wilson's model on information seeking.

Bob Travica,[118] **(2005)** in his paper "Information Politics and Information Culture: A Case Study", introduces concepts of information politics and information culture and presents a case study that explores these concepts. The literature from the areas of information seeking theory and organization theory that provides a backdrop to these concepts is discussed. A case of an organization that has characteristics of both small business and voluntary organization is presented as initial validation of the concepts of information politics and information culture. The case draws on a longitudinal interpretive study and tracks a trajectory of organizational design, information politics, information culture, management and organizational performance over 25 months. The primary finding is that the organization studied exhibited two distinct information politics and information cultures, each related to different development phases—the era of clan and the era of teams. The article also discusses particular aspects of information politics and information culture and how these relate to organizational performance.

Rita Marcella ...etc [119] (2007), in this paper "the information needs and information-seeking behavior of the users of the European Parliamentary *Documentation Centre*". *Discuss the results of a customer knowledge study*

commissioned by the Parliamentary Documentation Centre (PDC) of the European Parliament in order to elicit a better understanding of the views and needs of its actual and potential client base. The study consisted of in-depth, face-to-face interviews with 72 clients and 11 staff in Brussels in February 2004. They explore the significance of information in the parliamentary context and summarize the activities which respondents described as being information-dependent. The paper also highlights the evolutionary nature of information need during the course of the legislative process. The information seeking behavior and skills of the PDC clients are discussed, as are the criteria by which they assess information quality. The study revealed that users were frequently uncritical and pragmatic in use of the most readily available information, sacrificing quality in favor of ease of access. This paper presents results from a uniquely complex information environment – the European Union. Users tended to be complacent about their information-seeking skills and reluctant to engage in skills enhancement activities.

3.4 Historical background: The term information seeking behavior has been used in the research literature since the 1950's (Hayden, 1999) [120]. Thereafter it took several decades for the subject to be presented as a major field of study. Some of the most important studies of information behavior include: Ellis'[121] (1989) behavioral model of information searching strategies, Kuhlthau's[122] (1991) information search process, and Wilson's (1997) [123]problem-solving model.

"Information behavior" as a term will be used here as well as "information seeking behavior" and the discussion will include motives for seeking information and motives for avoiding it among Members of Legislative Assembly. The information studies field has not ignored the politician population, but very few articles found were user-focused and strictly observational.

It was only by applying Wilson's model [124] of information behavior to the data from other disciplines that a clearer and deeper understanding of politician information behavior became possible. I have organized this study under the most relevant headings that correspond to Wilson's model [125] and I hope to begin to demonstrate how much we already know about politicians' information behavior and what still needs to be studied.

Context of Information Need: An excellent example of an information need was the focus of one of the few observational studies done of politicians in the

process of information seeking. This particular study will be reviewed in several contexts because it shows various channels of information, the values of inside and outside sources and the construction of a group norm with this information.

Environmental: The effects of environmental constraints have been studied widely in psychology and sociology, but for the purpose here, I will consider how politician environments differ from each other, and change over time, rather than how they differ from the information age.

3.5 Research gap: A review of the mentioned literature reveals that research into information needs, information seeking behavior of MLAs and politicians with specific reference to the India situation has not been done.

The role of information seeking in the decision-making process has been investigated in a number of subject areas, most notably in relation to business and academics: however, there has been relatively little investigation of information use as part of the political decision-making process, in particular in the Indian context. This research project investigates attitudes amongst decision makers in the Indian state of (Uttar Pradesh and Rajasthan) to the role of information in their work, and assesses their ability to identify, access and evaluate that information most relevant to their needs.

Various methods, technique and models of research on information seeking behavior have been carried out, there are more than a thousand articles on information seeking, but there has been no study on the information seeking behavior of politicians in India and particularly of Uttar Pradesh and Rajasthan "Members of Legislative Assembly" in India.

3. 5.1 Political Attributes

Few studies in the information-seeking literature elaborate on subjects' Political attributes such as gender, age, race, ethnicity, education, income, voting behavior, and political communication pattern, and political information system, international and local impact. This is partly due to the fact that variance on some of these factors is often not present in the samples used by researchers to study related questions. Most studies in information seeking have traditionally looked at academics, students or university library patrons, because these populations are readily available for study. There are few studies, if any, on the information and information needs, information seeking behavior, of politician and elected leaders with particular reference to the Indian situation no study. Most studies on information seeking literature were

completed in foreign countries. It was necessary to examine the information seeking behaviors MLAs of Uttar Pradesh and Rajasthan.

3.6 Conclusion: In this the chapter researcher discusses the review of related literature, introduction, information need, information use, information use study, information seeking, information behavior, information seeking behavior, pattern of information use, method of information seeking, role of information in the life cycle of human being, working pattern of information seeker and etc. Researcher also defined the historical background of information seeking behavior research, he also found out the research gap of the study on the basis of the review of related literature. In the first chapter "Introduction and background of the study" and in the second chapter "area of the problem" (historical, geographical, political background of the problem area taken by the researcher) and their present environment have been taken. This literature review is based upon the research that has already been done in certain areas or disciplines that relate to the current study. In conclusion it should be noted that most of the literature that has been consulted was not strictly based on the information seeking behavior.

Therefore sources that have been consulted reflect quite a broad coverage of the information need and information seeking behavior, activity literature and parliamentary libraries' role and services. Most of this literature is foreign based and very little has been reported on information seeking study in the broader concept, particularly within the Indian context.

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Chapter IV

Research Design

Aims, Objectives and Methodology of the Study

Chapter -IV

Research Design, Aims, Objectives and Methodology of the Study

4.1 Introduction: This chapter deals with aims, objectives and the methodology used in the study and has been discussed under the following headings:

Statement of the problem

Scope and limitations

Aims and Objectives of the Study

Hypotheses

Methodology

Sample population

Pilot Survey

Variable Taken

Data collection procedures

Data Analysis method

4. 2 STATEMENT OF THE PROBLEM

The problem for the present study is entitled **"Information Seeking Behavior of the Members of Legislative Assembly of Uttar Pradesh and Rajasthan: A comparative study".**

4.3 Scope and Limitations

The scope of this study is confined to analysis of the information seeking behavior of the Members of Legislative Assembly of **Uttar Pradesh** and **Rajasthan.**

Information seeking behavior is defined to include aspects like motives and purpose of information seeking, and the mode and means to access, search, identify and require information and use on their own as well as others consulted.

Personal traits such as psychological factors, social roles, etc. are kept outside the scope and only their approach to information seeking behavior to seek their requirements has been questioned and tested as per the mentioned objectives and hypotheses.

4.4 Aims and Objectives of the Study

Due to tremendous growth of literature including information records and sources each person needs specific information. This complex situation appears to be ambiguous in nature and information needs of a particular group of users and information flow from a specific situation are difficult to determine. Again the use of information is so complex that a system can not cope up with the task of effective retrieval without assessing specific needs of the users. This situation has given rise to the concept of information searching and manner of determining the pattern of searching

To assess users' need

. Users and their information use studies is the largest single body of research literature in librarianship [1].

Crawford [2] estimates that well over 1000 users' behavior and information system use studies have appeared in print.

The recent developments in this field have added new dimensions to the research literature. It can be expanded by new approaches to citation studies, automated searching, text retrieval and scaling of bibliographical databases.

The body of literature on user behavior' within the framework of librarianship is considerably increasing day-by-day.

The growth of various aspects of the subject has led researchers to concentrate more on service aspects in order to refine the services or redesign the information system.

To crystallize the situation, different roles played by the users appear to be essential for an early assessment because, such an assessment results in improving the existing system and generating new ideas and thoughts related to information products and services.

To understand the psychological attribute

Current research on information retrieval and dissemination pays greater attention to the study of information seeking habits and needs of the users.

It has also been said that the user should be viewed more broadly as existing within interacting cognitive, emotional and social systems. While considering the user as the central focus of information needs, the emphasis is shifted to the personal, political and psychological attributes of the users that would provide good understanding of the dimensions of the study.

Hence, the emerging concept of information seeking behavior becomes the focus of investigation, which needs a detailed analysis.

The main objectives of the present study are as follow:

- To find out the awareness of users regarding the various information sources keeping MLAs informed on current affairs and issues.
- To identify the nature, purpose and type of Information sought by users.
- To gather data about the sources of information available to MLAs.
- To find out the extent of application of information technology in the library and the users' awareness of the same.
- To identify strengths and weaknesses in observed approaches to information seeking.
- To elicit the users' opinion regarding the various types of facilities provided were?
- To find out the users' strategy searching to the document required by them.
- To determine the factors that influence information needs and information seeking habits of assembly Library users.
- To determine the information needs of the MLAs in state assemblies.
- To find out which among the services provided by the Legislative Assembly, impress the most.
- To know the user opinion about the perception of information.
- To know the degree of assistance which MLAs require in using information in assembly debates.
- To find out the users opinion about the language which they prefer.
- To discover which environmental and user characteristics impacted upon information seeking behavior.

4.5 Hypotheses

Keeping in mind the objective of right information at right time to right users, the hypothetical assumptions for the present study with the help of available theoretical literature and in pursuance of above-mentioned objectives are as follows the major hypotheses are framed to throw light on the Information Seeking Behavior of members of the legislative assembly of the UP and Rajasthan.

HO1-The null hypothesis (H_0) assumes that the select state "Members of Legislative Assembly" of U.P. and Rajasthan have not been aware of political information needs and have not clearly defined their information problems; however the alternate hypothesis surmises that there are clearly defined information problems, when there is requirements for information.

HO2-The null hypothesis (H_0) assumes that the select state "Members of Legislative Assembly" of U.P. and Rajasthan have not been properly pursuing the information seeking behavior pattern to fulfill self needs; however the alternate hypothesis surmises that there is appropriate information seeking in congruence with users' needs.

H03-The null hypothesis (H_0) presumes that the select "Members of Legislative Assembly" of U.P. and Rajasthan have not been aware about all the information sources available and a large number of MLAs are not utilizing the facilities and services available in assembly. In case the null hypothesis is disproved, the alternate hypothesis holds true that they are aware of the sources and utilizing them properly.

H04- The null hypothesis(H_0) assumes that the select state "Members of Legislative Assembly" of U.P. and Rajasthan have not been aware of what sources and types of information are used to cope with their political problems; however the alternate hypothesis surmises that they know which and what information sources are the most appropriate.

H05- The Null hypothesis (H_0) of the study assumes that in the select state legislative assembly most of the users have never used electronic networks and have not visited any other libraries for political purpose, in accordance with the needs of

the users. However, the alternate hypothesis will be accepted in case the null hypothesis is disapproved.

H06- The Null hypothesis (H_0) of the study assumes that in the select state legislative assembly most of the members are not aware about computer use and services etc. in accordance with the needs of the users. However, the alternate hypothesis will be accepted in case the null hypothesis is disapproved.

H07- The Null hypothesis (H_0) of the study assumes that owing to the dearth of knowledge/facilities large number of user are not aware and are not using internet facility in the legislative assembly to keep up-to-date; however, the alternate hypothesis accepts the wide applicability of IT in the information seeking behavior.

4.6 Methodology

Research/survey is the most important tool for advancing knowledge, for promoting progress, and for enabling man to relate more effectively to his environment to accomplish his purpose, and to resolve his conflicts. It is oriented towards the discovery of the relationships that exist among the phenomena of the world in which we live.

The categorization, of the proposed investigation into a certain type of research/survey, a corresponding method or method designed for it and appropriate techniques for collecting and analyzing data are together known as Methodology.

There is several survey techniques used for studies such as:

Questionnaire Technique

Observation Technique

Interview Technique

Documentary Technique

(i) Questionnaire Technique

Questionnaire is "a formal list of questions, especially as used in an official enquiry" Questionnaire is constructed translating the aims and objectives of the survey study. This is a major and popular instrument of survey studies. This method of data collection is quite popular, particularly in case of big enquires. It is called heart of survey operation. The questions are formed in such a way that the relation of one question to another can be readily apparent to the respondent, question sequence must be clear and answer can be given by checking Yes or No by selecting one of the possible answer provided in the questionnaire.

Questionnaires are of two types

Open Questionnaire: - In this type of questionnaire, no answer is given against question. Respondent supplies the answer in his/her own words.

Closed Questionnaire: - In this type of questionnaire answer is given against the question the respondent has to select the alternate answer written against the question, so the work of the respondent is to tick on the right answers.

(ii) Observation Technique

Observation is at once the most primitive and the most refined of modern research techniques. P.V. Young [3] defines observation as "Systematic viewing, coupled with consideration of the seen phenomena in which main consideration must be given to the larger unit of activity by which the specific observed phenomena occurred".

This method implies the collection of information by way of the investigator's own observation, without interviewing the respondent. In this method we observe things around us. It is a well-established technique for collection of data. It is the method of acquiring knowledge normally employed in measuring, testing, characterizing human behavior.

(iii) Interview Technique

Contemporary investigators use interview technique as a social survey tool. Young [4] defined "a systematic method by which a person enters more or less imaginatively into the life of comparative strangers". The interview technique is more direct and has greater flexibility. This method is unique because the collection of data is through direct verbal interaction between individuals. In this method interviewer asks questions generally in a face to face contact to the other persons or respondents.

(iv) Documentary Technique

It has been an important source of information. Through documentary technique the researchers make use of many documents on records, published or unpublished to extract necessary information. Documents are a very important, dependable and valuable source of information as they are record that contains important information about a problem or aspect of study [5].

4.7 Tools Used For the Study

Questionnaire, observation, informal interview and documentary analysis techniques are used as the tools for the study for collecting necessary data.

4.7.1 Sample Population

It is not easy to collect large quantity of data from the entire population. Sample is a small portion of population selected for observation. By making observation on the appropriate sample, it is possible to draw reliable inferences or make generalizations on the population as a whole from where the sample has been drawn.

The present study is conducted on a sample of 134 MLAs of UP and 67 MLAs of Rajasthan. A total number of 200 questionnaires were distributed among UP MLAs and 100 questionnaires were distributed among the Rajasthan MLAs. A total number of 156 and 75 filled questionnaires were returned back by the users. The investigator selected only 134 and 67 questionnaires out of 156 and 75 for the analysis of data and 22 & 8 questionnaires were rejected because of incomplete responses from the respondents.

States	Total Members	Questionnaire Distributed	Returned Questionnaire	Selected Questionnaire
Uttar Pradesh	400	200 (50%)	156 (78%)	134 (67%)
Rajasthan	200	100 (50%)	75 (75%)	67 (67%)

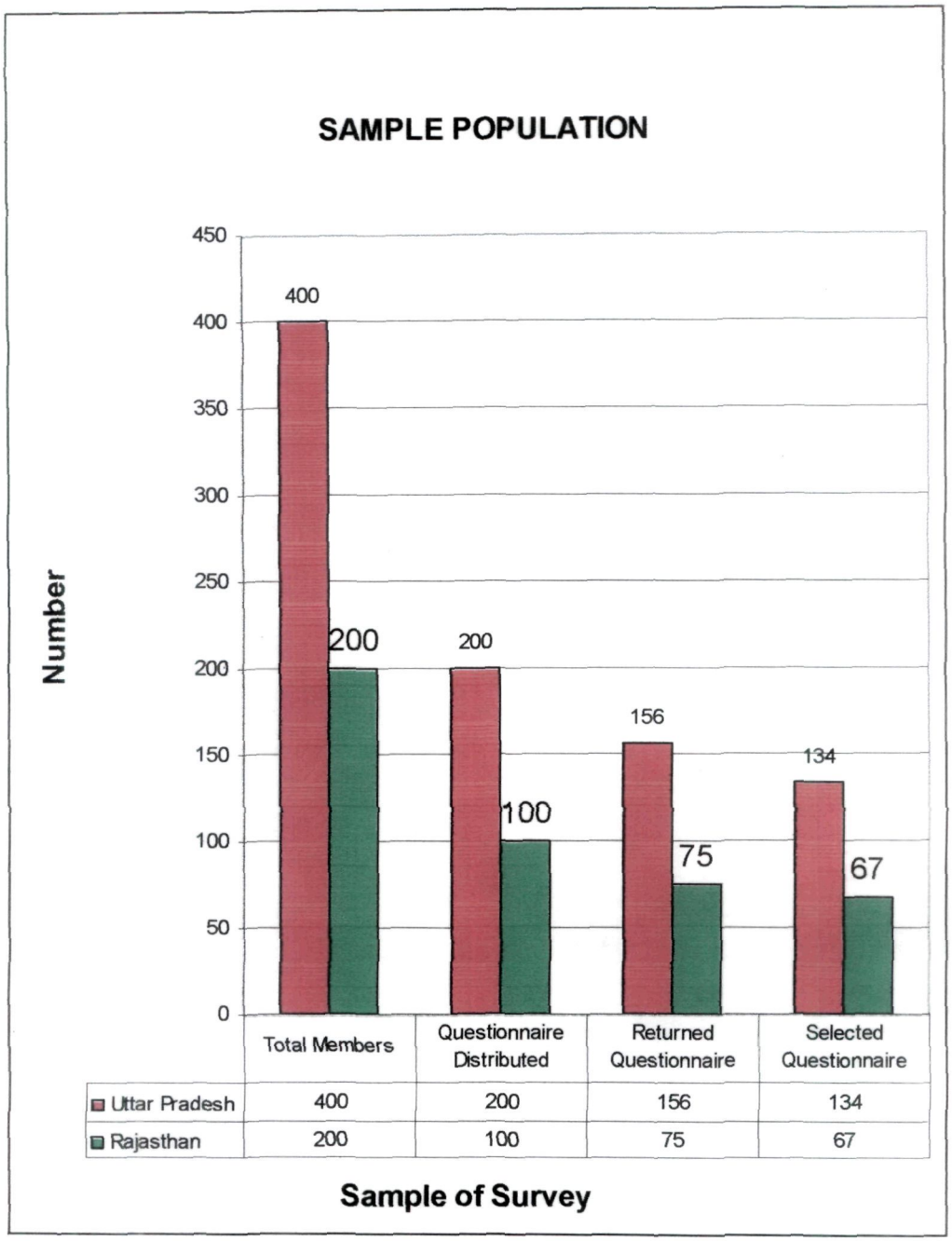

Figure number: 4.1

4.7.2. Variable Taken

In order to achieve the objective of the study and to get the meaningful conclusion mainly two variables (of place) are taken from detailed analysis are:

1. MLAs of UP and
2. MLAs of Rajasthan

4.7.3 Pilot Survey

A study preceding the main study usually to check the viability of the study design is known as pilot study or survey [6]. A pilot survey was conducted with eight MLAs four of each state to assess the strengths and weaknesses of the questionnaire and modifications were made accordingly. The questionnaires were then administered to all of them. In May 2006, a postal survey was mailed to the home addresses of the entire member. A cover letter sent with the questionnaire explained the purpose of the research and guaranteed confidentiality. A letter from the supervisor encouraging members to co-operate was also enclosed. Four weeks after these questionnaires were posted, a letter of reminder was sent to all of these MLAs. All questionnaires were posted independently and no personal information regarding any of the MLAs in either of the sample groups was available to the researcher.

Pilot survey was under taken to ensure that the questionnaire were as meaningful to the average respondent as they were to the investigator and to decide which questions relevant for the purpose of the study. About 8 questionnaires were distributed between them for the pilot study, which was very helpful in modifying the questionnaire suitably.

4.7.4 Data Collection Procedure

Investigator also visited Lucknow and Jaipur city where are there the offices and official residence provided by the government and approached the users to collect the necessary data. Questionnaires were administrated to the users and filled questionnaires were collected back. Besides this, observation method also used to observe the functioning and working conditions of assembly library.

4.7.5 Data Analysis Method

The data collected through questionnaire, observation and informal interview are organized and tabulated by using statistical methods, tables and percentage.

Analytical Tools:

The popular statistical tools that have been used for the analysis interpretation and presentation are: Mean, Maxima, Minima, Median, Mode, AVEDEV, PEARSON, Standard Deviation and Coefficient of Variance Percentage, Kurtosis, F test and HARMEAN. Considering the technical nature of certain analysis the

Researcher has applied important statistical tools and thus they have been frequently repeated for better interpretations [7].

(i) Arithmetic Mean:

It has been calculated by summing all the observations in a batch and then dividing the total by the number of items involved, i.e.

$$X\frac{\sum X}{N}$$

Where, $\sum X$ = Total value of the observations

N = Number of Observation

(ii) Standard Deviation (S.D.)

The S.D. is a measure of the variation in the data that have been used to determine the percentage of data values that reside within any specified distance from their mean.

$$\sigma = \sqrt{\frac{\sum(X-X)^2}{N}}$$

Where, X – X = Deviation taken from the actual mean

N = Number of observation

(iii) Coefficient of Variation (C.V.)

The C.V. is a measure of relative variation. It expresses the standard deviation as percentage of arithmetic mean.

$$\text{C.V.} = \frac{\sigma}{X} \text{ x } 100$$

Where, σ Standard Deviation

X = Mean of Observation

(IV) Skewness:

Skewness has been used to test the hypotheses. As a mater of fact, skewness characterizes the degree of asymmetry of a distribution around its mean.

The equation applied for skewness is defined as: $\frac{\sum_{i=1}^{N}\left(Y_2-\bar{Y}\right)^3}{\left(N-1\right)s^3}$

Where $\bar{Y}$ the mean, s is the standard deviation and N is the number of data points. The skewness for a normal distribution is zero, and any symmetric data should have skewness near zero.

(v) The Chi-Square Test: In probability theory and statistics, the chi-square distribution (also chi-squared or $\chi 2$ distribution) is one of the most widely used theoretical probability distributions in inferential statistics, reasonable assumptions, easily calculated quantities can be proven to have distributions that approximate to the chi-square distribution if the null hypothesis is true. The best-known situations in which the chi-square distribution is used are the common chi-square tests for goodness of fit of an observed distribution to a theoretical one, and of the independence of two criteria of classification of qualitative data. However, many other statistical tests lead to a use of this distribution.

The *chi-square* statistic for an experiment with k possible outcomes, performed n times, in which $Y_1, Y_2, \ldots Y_k$ are the number of experiments which resulted in each possible outcome, with probabilities of each outcome $p_1, p_2, \ldots p_k$ is:

a) $$\chi^2 = \sum_{1 \le s \le k} \frac{(Y_s - np_s)^2}{np_s}$$

X^2 will be larger to the extent that the observed results diverge from those expected by chance. The probability Q that a X^2 value calculated for an experiment with d degrees of freedom (where $d=k-1$, one less the number of possible outcomes)[8],

(vi) Kurtosis:

Kurtosis [9] is defined as: takings the kurtosis of a data set. Kurtosis characterizes the relative peakedness or flatness of a distribution compared with the normal distribution. Positive kurtosis indicates a relatively peaked distribution. Negative kurtosis indicates a relatively flat distribution.

For a sample of n values the **sample kurtosis** is

$$g_2 = \frac{m_4}{m_2^2} - 3 = \frac{\frac{1}{n}\sum_{i=1}^{n}(x_i - \overline{x})^4}{\left(\frac{1}{n}\sum_{i=1}^{n}(x_i - \overline{x})^2\right)^2} - 3$$

A distribution with positive kurtosis is called leptokurtic. In terms of shape, a leptokurtic distribution has a more acute "peak" around the mean (i.e. a higher probability than a normally distributed variable of values near the mean) and "fat tails" (i.e. a higher probability than a normally distributed variable of extreme values). A distribution with negative kurtosis is called platykurtic.. In terms of shape, a platykurtic distribution has a smaller "peak" around the mean (i.e. a lower probability than a normally distributed variable of values near the mean) and "thin tails" (i.e. a lower probability than a normally distributed variable of extreme values). Examples of platykurtic distributions include the continuous or discrete uniform distributions, and the raised cosine distribution.

4.8 Conclusion: In this chapter has dealt with the statement of the problem and the methodology, statistical tools appropriately elaborated along with the need and importance of the study, research design and framework of the study evolved in terms of demarcating the scope and setting the objectives and based thereupon hypotheses. In the next chapter five will analyze the data from the study, while chapter six will outline testing of hypotheses the findings and recommendations. Appendices include questions.

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Chapter-V

Data Analysis, Interpretation and Presentation

Historical document

State gazette/ census

5.10 The Legislative Library

5.10.1 Awareness of the services of the assembly library:

5.10.2 Find the Assembly Library adequate

5.10.3 Visit other libraries for information

5.11 Information from government ministries and departments

5.12 How do you like to receive your information

5.13 Awareness: how well informed would you say: Well-informed and active politician

5.13.1 National politics

5.13.2 Local politics

5.13.3 Legal rights

5.13.4 Welfare benefits entitlements

5.13.4 Equal Rights and Discrimination

5.14 Freedom of Information

5.15 Electronic information

5.15.1 Aware of on-line information:

5.15.2 Able to access the information yourself

5.16 Computerized information

5.16.1 Use a Computer to Obtain Information

5.16.2 Ever used electronic networks

5.16.3 Use of electronic means to access Indian states information

5.17 Best source of information about the Indian state

5.18 Conclusion

References

Chapter-V

Data Analysis, Interpretation and Presentation

5. 1 Introduction

This chapter is devoted to the data analysis and interpretation of questionnaire responses (See Appendices for the structure of the questionnaire), within the conceptual framework of the study and with the help of statistical tool and techniques. Interpretation is essential for the simple reason that the usefulness and utility of research findings lie in proper interpretation. It is a basic component of research. During this stage coding of all open-ended and closed questions was undertaken.

The present study was conducted on a sample of 134 out of 400 Members of Legislative Assembly (MLAs) of Uttar Pradesh (UP) and 67 out of 200 MLAs of Rajasthan (RAJ). A total number of 200 (50%) questionnaires were distributed among UP MLAs and 100 (50%) questionnaires were distributed among the Rajasthan MLAs. A total number of 156(78%) and 75(75%) filled questionnaires were returned back by the users. The investigator selected only 134(67%) and 67(67%) questionnaires out of 156 and 75 for the analysis of data and 22 & 8 questionnaires were rejected because of incomplete responses from the respondents.

States	Total Members	Questionnaire Distributed	Returned Questionnaire	Selected Questionnaire
Uttar Pradesh	400	200 (50%)	156 (78%)	134 (67%)
Rajasthan	200	100 (50%)	75 (75%)	67 (67%)

On the basis of the data collected with the help of questionnaire, the analysis has been done in the table below:

5.2 Party wise distribution of Members of Legislative Assemblies

Party Wise: Distribution of Member of Legislative Assembly (MLAs) of Uttar Pradesh (UP) and Rajasthan (RAJ): according to their party wise response rate, Table I, II, and III show the distribution of respondent MLAs party wise covered in the survey.

5.2.1 Rajasthan: Twelfth Assembly (2003-2008)

Table I and figure 5.1 show the party wise distribution of members of legislative assembly of Rajasthan on the basis of the total number of 67 MLAs response received

out of 200 members from the Rajasthan legislative assembly. Responses were received from 61.19 % (41) MLAs of Bharatiya Janata Party (BJP) out of (120) members of this party. These BJP MLAs are 20.5% in total percentage terms out of 200 members in the legislative assembly of Rajasthan.

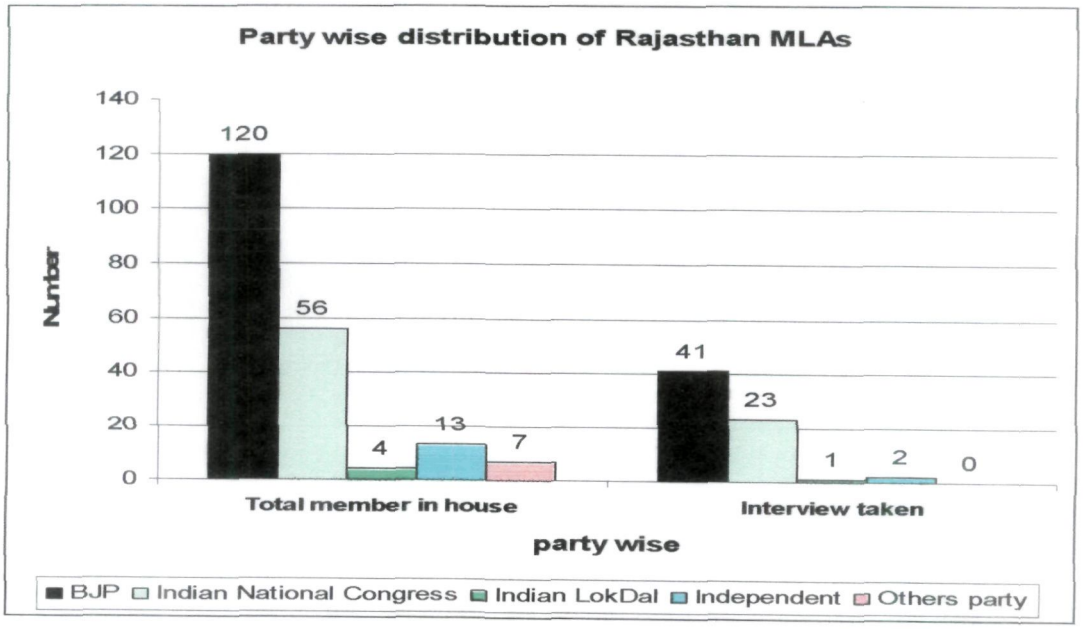
Table: I

Party Wise Distribution of Rajasthan MLAs

S.I No.	Party	Total member in house	%age Total member in house	Interview taken	%age Interview taken	Total %age in 200
1	BJP	120	60	41	61.19	20.5
2	Indian National Congress	56	28	23	34.33	11.5
3	Indian LokDal	4	2	1	1.49	0.50
4	Independent	13	6.5	2	2.99	1.00
5	Others party	7	3.5	0	0.00	0.00
Total		**200**	**100**	**67**	**100%**	**33.5%**

Similarly the 23 respondents of 'Indian National Congress' MLAs form 34.33% of total respondents out of 56 members of the party in the house which are 11.5% of total 200 members of Rajasthan assembly. The share of Indian LokDal is 0.5% of the total MLAs and 1.49% of the respondents. Similarly the 2 'Independent' MLAs out of total 13 represent 2.99% of the respondents which are 1% of the 200 members.

Figure Number 5.1: Party wise distribution of Rajasthan MLAs



Source: table I

5.2.2 Uttar Pradesh: researcher has taken the data of 134 Uttar Pradesh MLAs responses in the two phase of data collection. In the first phase researcher has taken 70 MLAs response from Uttar Pradesh *Fourteenth Assembly* and in the second phase 64 MLAs response was from Uttar Pradesh *Fifteenth assembly*. That's why researcher classified the response of 134 MLAs in the two tables Uttar Pradesh *Fourteenth Assembly* and Uttar Pradesh *Fifteenth assembly* according to their party wise response.

5.2.2.1 Uttar Pradesh Fourteenth Assembly (2002-07): investigator collected 70 MLAs response data of Uttar Pradesh *Fourteenth Assembly*. Total number of *Fourteenth Assembly* members' response was 70 MLAs out of 400 hundred members of UP Assembly. In *Fourteenth Assembly:* There were 185 MLAs of Samajwadi Party (SP), 85 MLAs of BJP, 72 MLAs of BSP, 15 MLAs of Indian National Congress, 12 MLAs of RLD, 16 Independent MLAs, and 15 MLAs of Other small parties in the house.

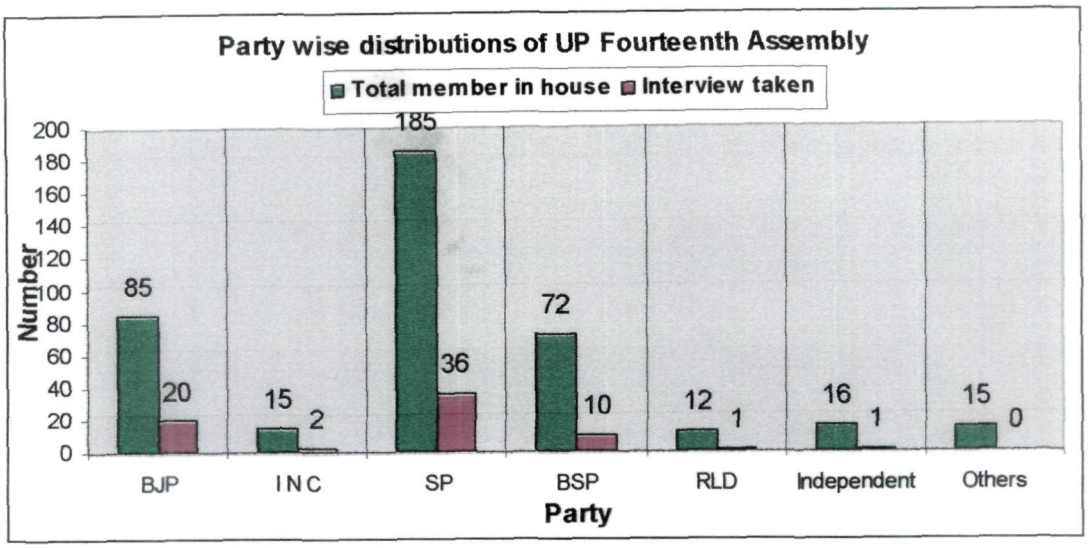
Table: II

Uttar Pradesh Fourteenth Assembly

S. No.	Party	Total member in house	%age Total member in house	Interview taken	%age Interview taken	Total % age in 400
1	BJP	85	21.25	20	28.57	5
2	Indian National Congress	15	3.75	2	2.86	0.5
3	SP	185	46.25	36	51.43	9
4	BSP	72	18	10	14.29	2.5
5	RLD	12	3	1	1.43	0.25
6	Independent	16	4	1	1.43	0.25
7	Others	15	3.75	0	0.00	0
Total		**400**	**100**	**70**	**100.00**	**17.5**

Table II and figure no 5.2 shows the data representation of 70 MLAs respondents of Uttar Pradesh *Fourteenth Assembly* Out of 400 members 20 members of BJP, 2 members of Indian National Congress (INC), 36 members of Samajwadi Party (SP), 10 members of Bahujan Samaj Party (BSP), 1 each of Rashtary Lokdal(RLD) and Independent filled up the questionnaire.

Figure 5.2: Party Wise Distributions of UP Fourteenth Assembly



(Source: Table II)

5.2.2.2 Uttar Pradesh Fifteenth Assembly (2007-12): Total number of Uttar Pradesh *fifteenth assembly* members' response was 64 MLAs out of 400 hundred members. In 400 hundred members, the breakup was: 211 MLAs of BSP, 95 MLAs of SP, 51 MLAs of BJP, 22 MLAs of Indian National Congress, 10 MLAs of RLD, 9 MLAs were Independents and 2 MLAs were of other small parties. The following table III shows the response level of MLAs according to their party wise response and total percentage in four hundred of the respondent MLAs.

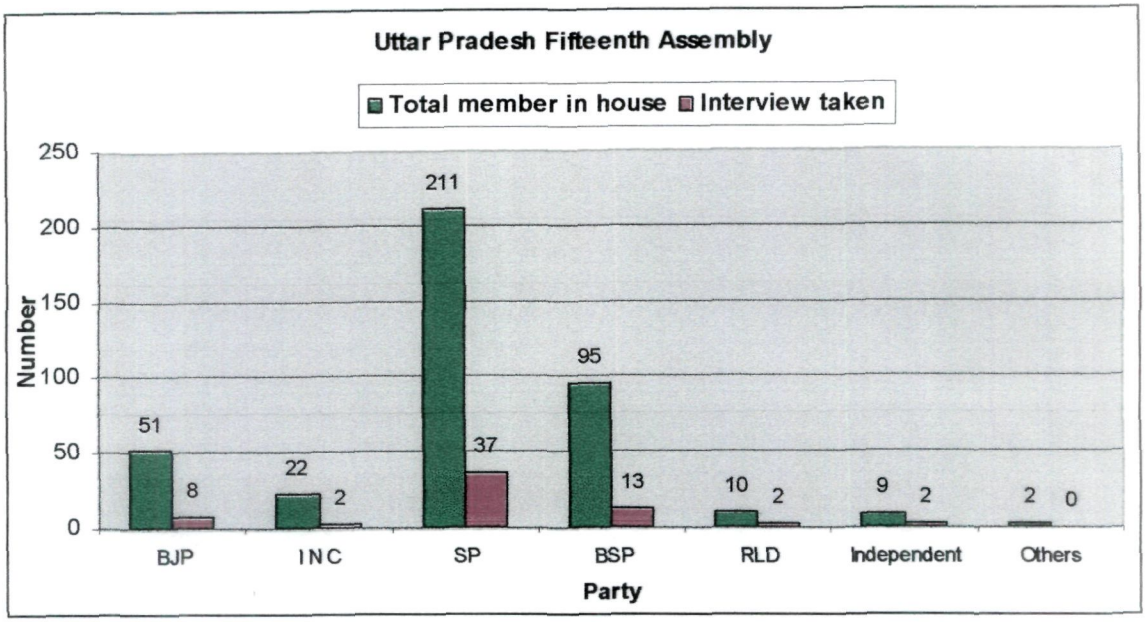
Table: III

Uttar Pradesh Fifteenth Assembly

S. No.	Party	Total member in house	%age Total member in house	Interview taken	%age Interview taken	Total % age in 400
1	BJP	51	12.75	8	12.5	2
2	Indian National Congress	22	5.5	2	3.12	0.5
3	BSP	211	52.75	37	57.81	9.25
4	SP	95	23.75	13	20.31	3.25
5	RLD	10	2.5	2	3.12	0.5
6	Independent	9	2.25	2	3.12	0.5
7	Others	2	0.5	0	0	00
Total		**400**	**100**	**64**	**100**	**16%**

Table III and figure 5.3 shows the 64 respondents MLAs of Uttar Pradesh *fifteenth assembly,* out of 400 hundred members; 8 members of BJP, 2 members of Indian National Congress, 13 members of Samajwadi party, 37 members of BSP, 2 each of RLD and Independents were taken.

Figure Number 5.3: Party wise distributions of Fifteenth Assembly



Source: Table: III

5.3 Demographic Details of Respondents:

In a developing country demographic details play a big and vital role in the perception of behavior of coverage of the study area. Whitmire [1] (2001) found that there was a correlation between background characteristics such as gender, race, and educational qualification. In the demographic details of the respondents the researcher has taken gender, educational qualifications and caste wise position.

5.3.1 Gender wise details: The set of responses received i. e the completed questionnaires reflects a sound representative sample of the population of the legislature of Rajasthan and UP in terms of the major demographic variables.

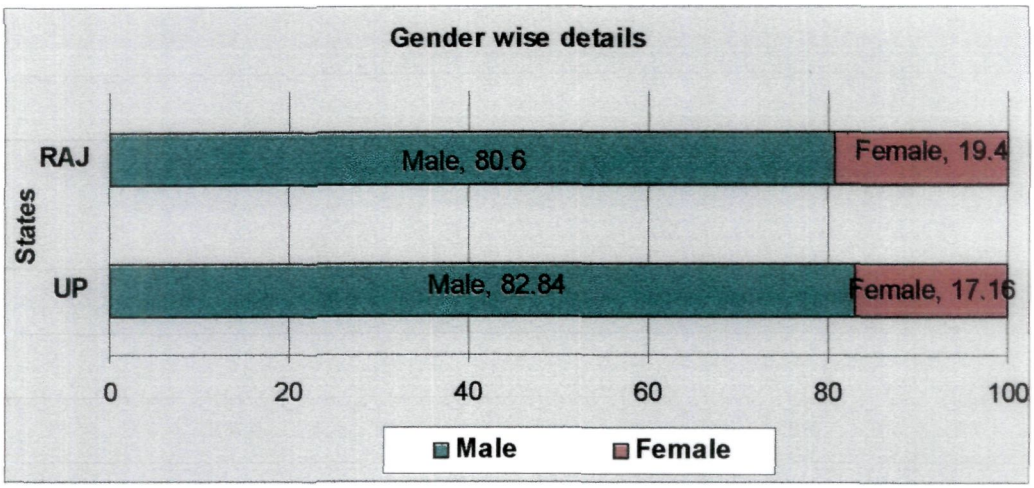
Table: IV

Gender wise details

S. No.	Sex	UP	% age	Rajasthan	% age
1	Male	111	82.84	54	80.60
2	Female	23	17.16	13	19.40
Total		**134**	**100**	**67**	**100**

Table IV and figure 5.4 indicates the gender group of the respondents. In the sample population 111and 54 were males, 23 and 13 were females. The male/female ratio in this survey is, therefore, almost identical to that state representations. Interestingly, in the State legislature, the percentage of male respondents was 82.84% in UP and 80.60% in Rajasthan compared to 17.16% in UP and 19.40% in Rajasthan for females; this suggests a far grater difference in representations than traditionally expected.

Figure Number: 5.4 Gender wise distributions



Source: table IV

5.3.2. Education Qualification:

The educational qualification is a real asset, since such people have the intellectual capacity to be critical and thus need adequate information to engage themselves in effective and fruitful debate. Educational qualification plays a big role in the understanding of behavior of respondents as to how to seek and how to understand the things properly in the manner of the system demand of his or her work related functions and problems.

Table V and VI show the educational back ground of the respondents. Classification of the educational qualification of respondents has been on the basis of general higher level degree and professional qualification degree.

5.3.2.1 Highest Level of Education:

Table V and figure 5.5 shows the general level of educational qualification of the respondents excluding those having professional degrees.

Table: V

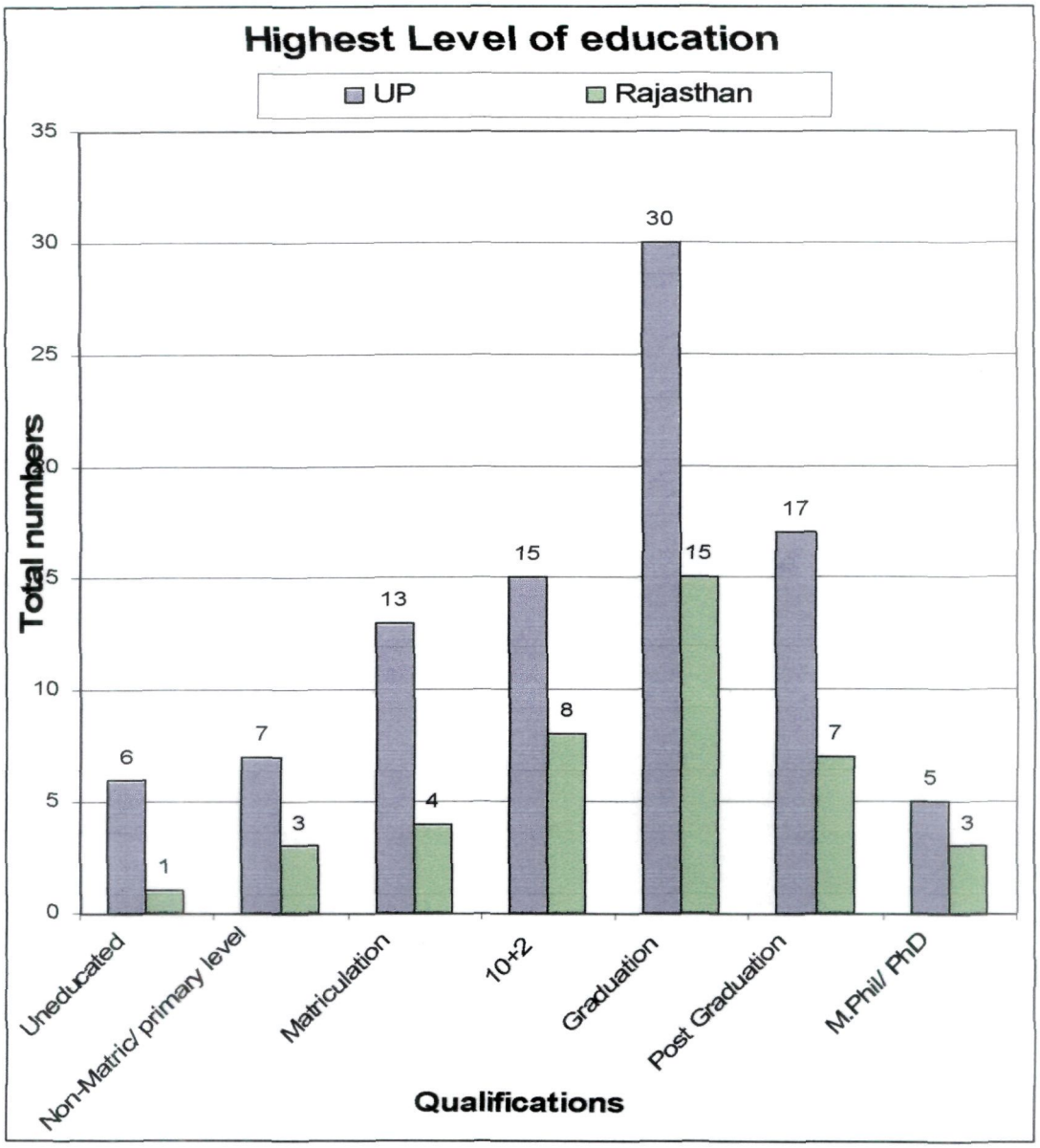
Highest Level of Education

Educational qualification	UP	% age	Rajasthan	% age
Uneducated	6	4.48	1	1.49
Non-Matric/ Primary level	7	5.22	3	4.48
Matriculation	13	9.70	4	5.97
10+2	15	11.19	8	11.94
Graduation	30	22.39	15	22.39
Post Graduation	17	12.69	7	10.45
M.Phil/ PhD	5	3.73	3	4.48
Total	**93**	**69.4**	**41**	**61.19**

In UP: the level of education of MLAs, is 4.48% uneducated, 5.22% primary or above the primary level of education, 9.70% matriculation level and 11.19% of 10+2 level of education. In higher education 22.39 % graduate level, 12.69% Post Graduation level and Master of philosophy/ PhD level only 3.73 %.(see table: V).

In Rajasthan: The level of education of MLAs, is 1.49% uneducated, 4.48% primary or above the primary level of education, 5.97% matriculation level and 11.94% of 10+2 level of education. In higher education 22.39 % graduate level, 11.94% Post Graduation level and Master of philosophy / PhD level only 4.48 %. (See table: V). this is excluding those holding professional qualification.

Figure Number 5.5: General Higher Level of Degree



Source: Table V

5.3.2.2 Professional Qualification: Table VI and figure 5.6, shows the professional qualification of respondents of UP and Rajasthan.

In UP: Professional qualification of respondents, comprise 3.73% of Bachelor of Technology (B.TECH), same percentage of Bachelor Medicine (MBBS)/ Doctor of Medicine (MD/ MS), 12.69% of Bachelor of Law (LLB)/Master of Law (LLM) and 10.45% of Bachelor of Education (B.ED)/ Master of Education (M.ED).

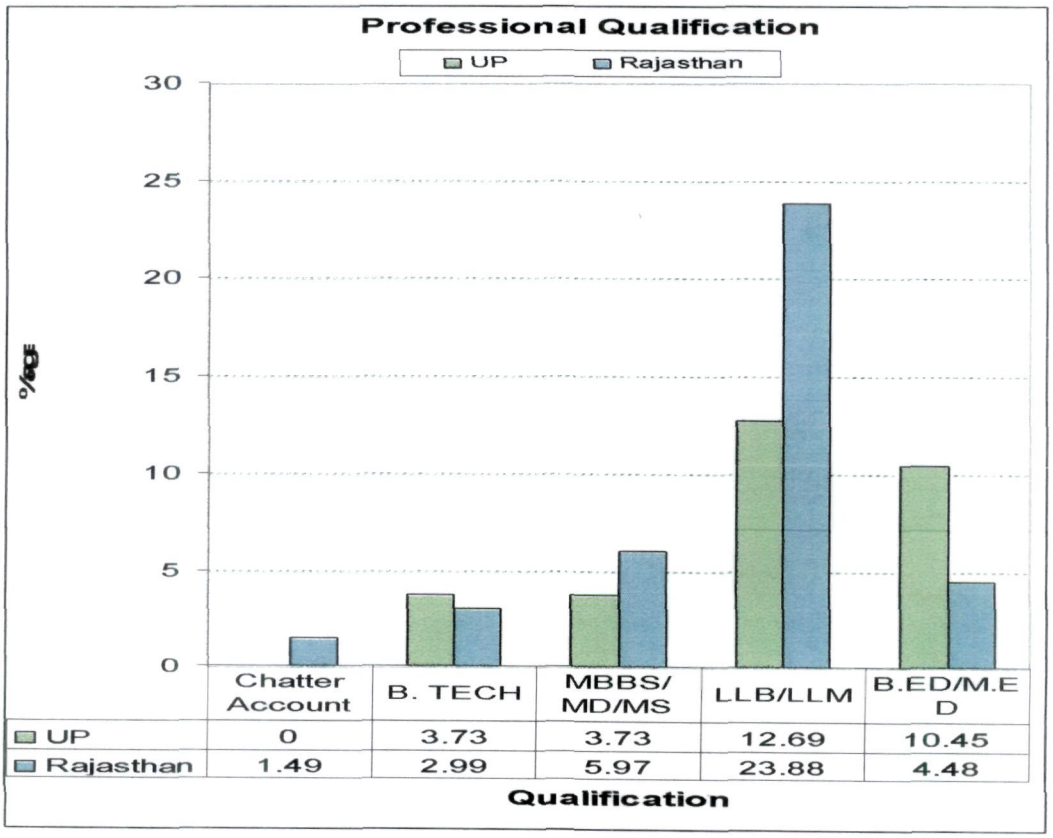
In Rajasthan: Professional qualification of respondents is 2.99% B. TECH, 5.97% MBBS/MD/MS, 23.88% LLB/LLM and 4.48% B.ED/M.ED.

Table: VI Professional Qualification

Professional qualification	UP	% age	Rajasthan	% age
Chartered accountant	0	0.0	1	1.49
B. TECH	5	3.73	2	2.99
MBBS/ MD/MS	5	3.73	4	5.97
LLB/LLM	17	12.69	16	23.88
B.ED/M.ED	14	10.45	3	4.48
Total	**41**	**30.6**	**26**	**38.81**

The respondents constitute well-placed people in society. The majority were male (82.84% of UP and 80.60% of RAJ) and their general level of education was very impressive. Judging by the findings of the research, nearly all the MLAs have qualifications beyond the elementary school education. The lowest qualification was secondary school/ teacher-training, but a very large number had attained some level of university education. Researcher has presented the comparative study figures of professional qualifications of MLAs of both the states in figure no 5.6.

Figure Number 5.6: Professional Qualifications



Source: Table: VI

5.3.3 Caste position:

India is a place of very prosperous cultures and diversities so caste plays a major role in Indian politics and impacts on the behavior of politicians. Table VII shows the caste wise distribution of respondents of UP and Rajasthan.

Table: VII Social class of the respondents

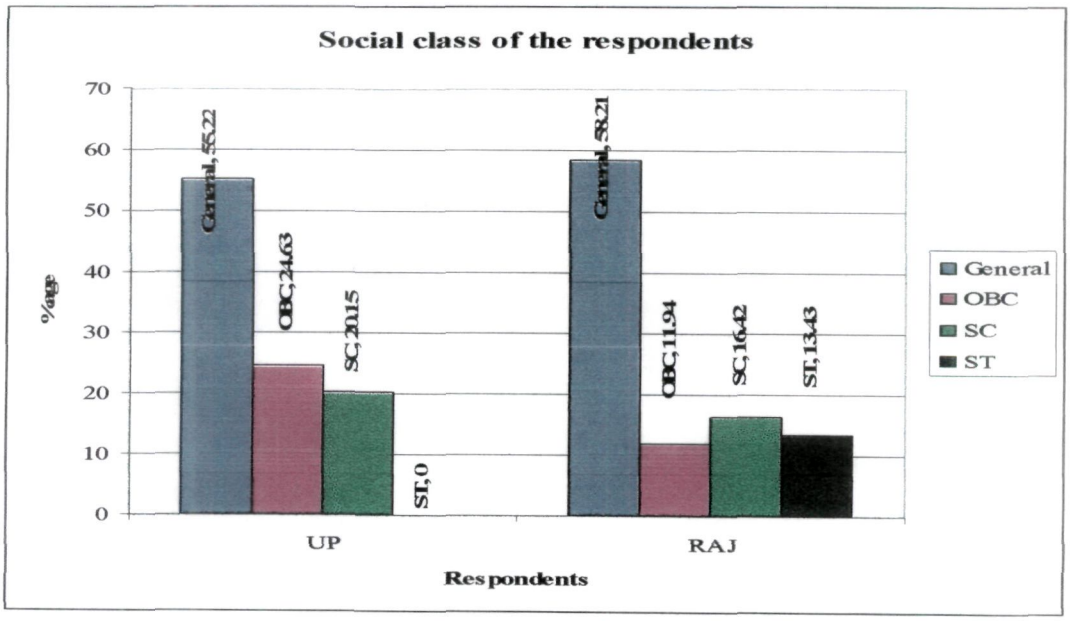
Social Class	UP	% age	Rajasthan	% age
General	74	55.22	39	58.21
OBC	33	24.63	8	11.94
SC	27	20.15	11	16.42
ST	00	00	9	13.43
Total	**134**	**100**	**67**	**100**

In UP: 55.22% respondents were of *General Cast*, 24.63% were of *Other Backward Cast* (OBC) and 20.5% were of *Schedule Cast* (SC), out of total respondents of 134.

In Rajasthan: 58.21% were of general cast, 11.94% were of OBC, 16.42% were of SC and 13.43% were of *Schedule Tribe* (ST) the total respondent were 67.

Table VIII and figure no 5.7 present's comparative statistics of caste wise respondents in the house. Comparing we find that UP has 2.99% less members of general community than in Rajasthan, similarly 13.43% of ST respondent in Rajasthan are not in UP at all. See table VIII and figure no 5.7 below.

Figure Number 5.7: Social classes of the respondents



Source: Table VII

5.4 Perception of Information

Table 1 show the perception of information by MLAs as being all published and unpublished materials on any given topic. These sources can be categorized either as documentary or non-documentary sources but due to the special nature of the information regarding constituencies these are categorized in a separately in Table, 1 n_1 Represents to Uttar Pradesh (UP) and n_2 represents Rajasthan (RAJ) (see Figure no. 5.8).

Table: 1

Perception of Information

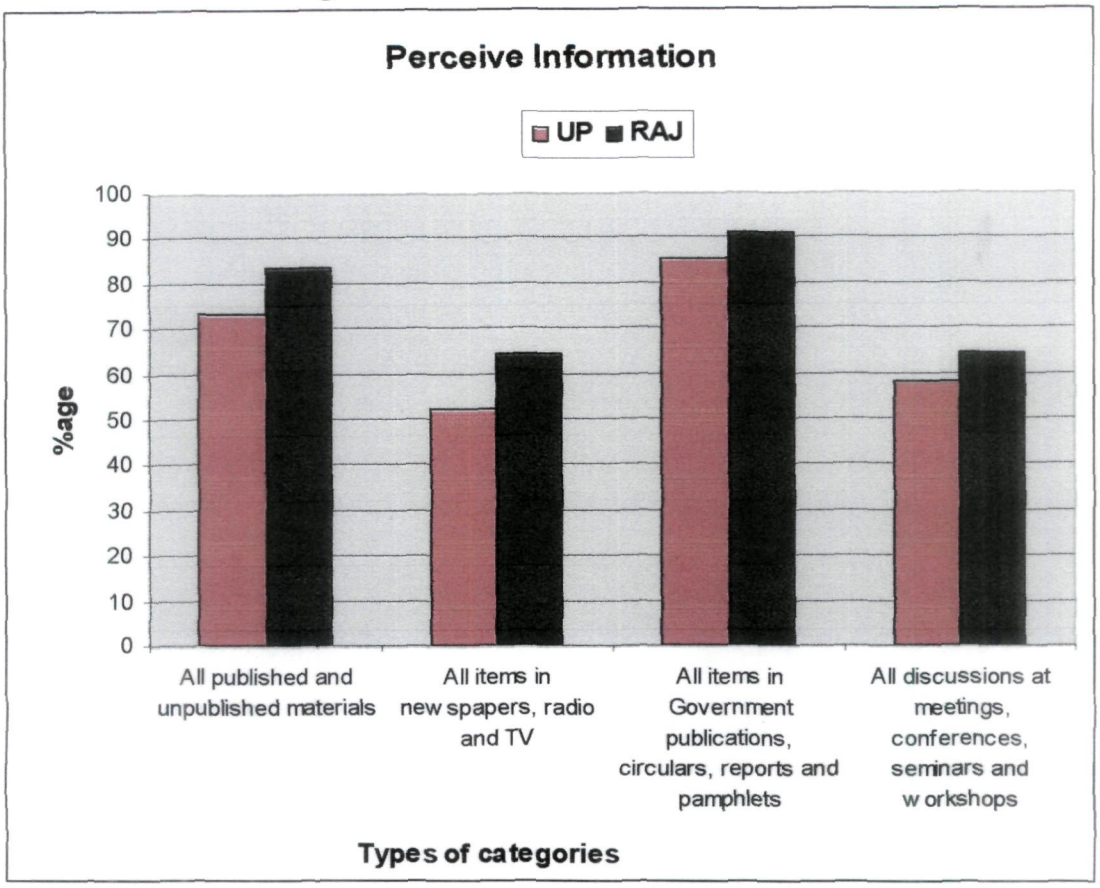
Types of categories	UP n_1=134		Rajasthan n_2 = 67	
	Response	% age	Response	% age
All published and unpublished materials	98	73.13	56	83.58
All items in newspapers, radio and TV	70	52.24	43	64.18
All items in Government publications, circulars, reports and pamphlets	114	85.07	61	91.04
All discussions at meetings, conferences, seminars and workshops	78	58.21	43	64.18

(Multiple responses were permitted)

It is clear from the table 1, that 73.13% MLAs of UP and 83.58% of Rajasthan seek information from"All published and unpublished materials". 52.24% of UP MLAs and 64.18 % MLAs of Rajasthan seek "All items in newspapers, radio and TV". 85.07% MLAs of UP and 91.04% MLAs of Rajasthan seek "All items in Government publications, circulars, reports and pamphlets". Similarly 58.21% MLAs of UP and 64.18% MLAs of Rajasthan perceive information from "All discussions at meetings, conferences, seminars and workshops".

Table, 1 indicates that most of the respondents perceive information as being all published and unpublished materials on given topics. It is, however, interesting to note the low ranking given to items in newspapers, radio and television. One would have expected a higher ranking for this source of information as it is mainly dominated by the government-owned media. Similar views were recorded in Thapisa's[2] study. Table 1, a comparative table and figure no 5.8 indicate the view of perception of information by respondent MLAs of UP and RAJ member of legislative assembly.

Figure 5.8: Perception of Information



Source: table 1

5.5 Requirements of Information

Purpose of information seeking: The purpose of use depends on the level of the users and their subjects of interest. Various parameters were given in the questionnaire about the purpose and users mentioned their choice. Different purposes and percentage of responses are shown in the table, 2 and figure no 5.9. as elected representatives, MLAs are expected to be vigilant regarding every incident, accident, disturbance, development etc. happening in society. MLAs routinely require current information as well as retrospective information for various purposes. India is a developing country that's why expectation of the people is more from the representative of their constituency. Politicians face various types of work related problems: like criticism of opposition, preparing of budget, historical and tradition objection on his personality, ideology of his party, commitment to work of his obligation etc. Table 2 reflects a complete view of their purpose of information seeking.

Table: 2

Requirements of Information

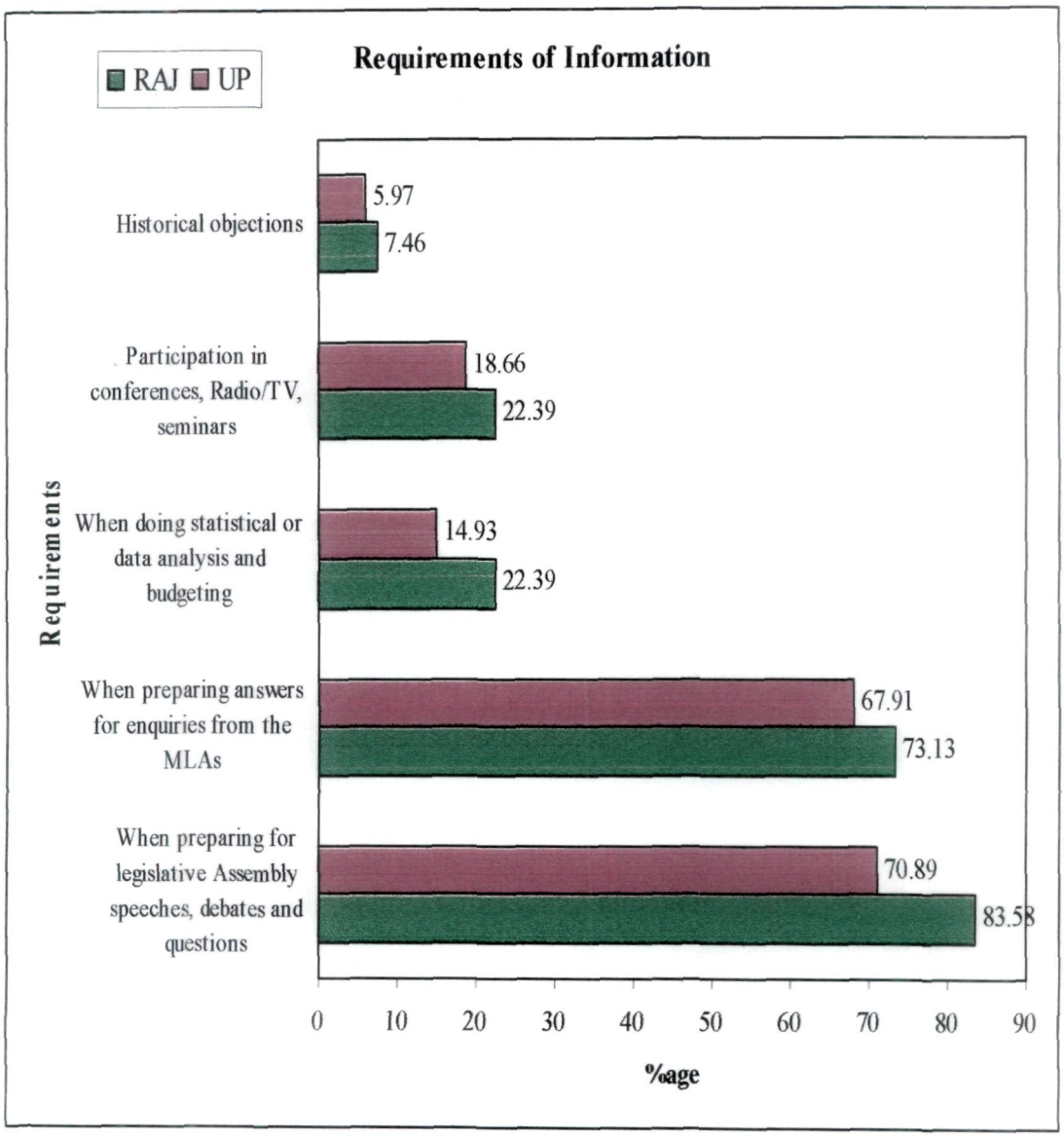
Particular	UP n_1=134		Rajasthan n_2 = 67	
	Response	%age	Response	%age
When preparing for legislative Assembly speeches, debates and questions	95	70.89	56	83.58
When preparing answers for enquiries from the MLAs	91	67.91	49	73.13
When doing statistical or data analysis and budgeting	20	14.93	15	22.39
Participation in conferences, Radio/TV, seminars	25	18.66	15	22.39
Historical objections	8	5.97	5	7.46

(Multiple responses were permitted)

Table 2 and figure 5.9 show when MLAs require information and purpose of information seeking. It is clear from the table that 70.89% respondents of UP and 83.58% of Rajasthan access information "When preparing for legislative Assembly speeches, debates and questions". 67.91% of UP respondents and 73.13% respondents of Rajasthan seek information "When preparing answers for enquiries from the MLAs". Similarly 14.93% respondent of UP and 22.39% respondent of Rajasthan seek information "When doing statistical or data analysis and budgeting". Respondents were also asked to indicate at which times they need information most. Table 2 shows that a majority of respondents needed information when preparing for legislative debates, speeches and questions. This is understandable as the MLAs' work includes a great deal of debating. What is rather surprising is the low level of ranking given to information when preparing answers for enquiries received from their constituents. Only a few MLAs participate in conferences, Radio/TV, seminars, etc. Only 5.9% MLAs of UP and 7.46% MLAs of RAJ stated that they need information for historical objection. Figure no 5.9 shows that the basic purpose of MLAs' information seeking is to sort out their official demand and public grievances. MLAs need general awareness of both state and national level activities. They require information because as MLAs they represent their constituency in the assembly. The

type of information required greatly depends on the type of work that MLAs is engaged in.

Figure 5.9: Requirements of Information



Source: table 2

5.6 Information seeking activity in the past and future prospects

In this section researcher sought the information behavior of MLAs on the perceptions of past and future consult for information according to the area of interest and types of information they used.

Area of interest for information seeking: MLAs deal with every profession found in their area. They have to solve each and every problem in their constituency; therefore they need information on almost every subject. The favored areas of interest of MLAs are shown in descending order of priority in Table 3 and 3.1. Almost every MLA

came into politics with the intention to serve society. Thus there is no surprise when this study reveals that MLAs require information on issues falling under the jurisdiction of the social welfare department (e.g., old age pension scheme, old age homes, children's homes, women's empowerment, scheduled caste and scheduled tribes' welfare schemes, minority welfare schemes, rehabilitation of the destitute, etc.). Health Care, Social Security Benefits and education are also high on the list of fields on which MLAs require information regularly.

5.6.1 Type of information activities in the past

Was there need of information in the past to seek for problem solving of different needs of his/her own society and political life from voting behavior to every day need in the past? Table 3 indicates whether information was sought by MLAs of UP and Rajasthan on various topics in the past or not. Respondents were asked to indicate (from a list of twenty-four) the reasons why they had wanted various types of information in the past (see Table 3). Question 3 was an open question which asked respondents to give examples of occasions when they had required looking for information to help them make a decision, solve a problem, or understand something better. In total, 134 in **UP (n_1 =134)** and 67 in **Rajasthan (n_2=67)** of the respondents gave examples. While these respondents felt that past examples of information need were too many to specify, the remainder indicated a wide range of situations in which a need had arisen.

Table 3 presents responses of the respondents to types of information sought in the past. Political information needs: 67.16% of UP MLAs and 74.63% of Rajasthan MLAs sought information in the past of "Information about politics & the Indian Government". Similarly 89.05% respondents of UP and 70.15% respondents of Rajasthan accessed "Information about the state Government". Similarly 52.24% respondents of UP and 62.69% respondents of Rajasthan required "Information about your local council". Similarly 90.30% respondent of UP and 92.54% respondent of Rajasthan accessed information about "Local Area Development".

Table: 3

Types of Information Sought In The Past

S. No.	Category	UP n_1 =134		Rajasthan n_2=67	
		Number	% age	Number	% age
1	Information about politics & the Indian Government	90	67.16	50	74.63
2	Information about the state Government	120	89.05	47	70.15
3	Information about your local council	70	52.24	42	62.69
4	Local Area Development	121	90.30	58	86.57
5	Employment/job opportunities	113	84.33	55	82.09
6	Education	65	48.51	46	68.66
7	Housing	63	47.01	23	34.33
8	Health and Safety at work	65	48.51	28	41.79
9	Health Care	65	48.51	39	58.21
10	Social Security Benefits	105	78.36	25	37.31
11	Family/Personal matters	45	33.58	21	31.34
12	Financial matters	80	59.70	36	53.73
13	Taxation	95	70.90	39	58.21
14	Consumer and Credit	55	41.04	24	35.82
15	Business opportunities	30	22.39	36	53.73
16	Legal information	77	57.46	49	73.13
17	Equal rights and Discrimination	40	29.85	37	55.22
18	Immigration and Nationality	35	26.12	21	31.34
19	Citizens' rights	75	55.97	52	77.61
20	Crime and Security	111	82.84	58	86.57
21	Transport and Travel	90	67.16	31	46.27
22	Technology and Communications	35	26.12	26	38.81
23	Environmental information	46	34.33	12	17.91
24	Leisure and Recreation	58	43.28	18	26.87

(Multiple responses were permitted)

Employment: 84.33% respondent of UP and 82.09% respondent of Rajasthan accessed information about "Employment/job opportunities".

Educational: Most of the MLAs expressed the need for information on the educational system in UP and Rajasthan, the information was sought on education in the past by 48.51% of UP and 68.66% of Rajasthan MLAs. This shows that less than 50% of UP MLAs demanded the information of education in the past compared to Rajasthan i.e. 20.15% less UP MLAs sought information on education.

Social welfare: Housing 47.01of UP and 34.33%of Rajasthan, Health and Safety at work 48.51of UP and 41.79 %of Rajasthan, Health Care 48.51 of UP and 58.21 %of Rajasthan, Social Security Benefits 78.36of UP and 37.31of Rajasthan, and Family/Personal matters 33.58of UP and 31.34 %of Rajasthan.

Financial and business problem: Financial matters 59.7% of UP and 53.73% of Rajasthan, Taxation 70.9% of UP and 58.21% of Rajasthan, Consumer and Credit 41.04% of UP and 35.82% of Rajasthan, and Business opportunities 22.39% of UP and 53.73% of Rajasthan

Law and order information needed in the past: Legal information 57.46% of UP and 73.13 %of Rajasthan, Equal rights and Discrimination 29.85%of UP and 55.22% of Rajasthan, Immigration and Nationality 26.12% of UP and 31.34 of Rajasthan, Citizens' rights 55.97% of UP and 77.61% of Rajasthan, and Crime and Security 82.84% of UP and 86.57% of Rajasthan

Technology and environment: Transport and Travel 67.16%of UP and 46.27%of Rajasthan, Technology and Communications 26.12% of UP and 38.81% of Rajasthan, Environmental information 34.33%of UP and 17.91% of Rajasthan and Leisure and Recreation 43.28% of UP and 26.87% of Rajasthan.

With regard to the type of information often sought by the MLAs, these were varied and interesting. A broad categorization and ranking of the information types is given in Table 3. It is interesting to note that all the categories relate to the needs of the society. However, when considered in terms of hierarchy, most of the MLAs considered information on "Local Area Development", Information about the state Government, Crime and Security, more important than information on "Politics & the Indian Government".

5.6.2 In the future:

Using the same list of twenty-four subjects described above, in the table: 3 respondents were also asked if they felt they might want to find out more about any of these topics in the future. Respondents of the Rajasthan and Uttar Pradesh predicted a future need for information on at least one of the subjects listed. Information has been described by subject experts as the fifth need of man ranking after air, water, food and shelter. [3] In fact, in view of the vital role played by information in daily life, it should be considered as the first need in terms of survival. This is because it is information about the availability of food, which food to be eaten, how to build a shelter, protection of territory, ensuring security and success, etc., which are primarily of organic importance. Without this information, it is difficult to go through the challenging process of life. As a matter of fact, every organization knows or needs to know about its surroundings, availability of food and probable potential dangers for its life. Information is so basic that it is a part and parcel of nature. This is evident from the fact that every organism is endowed with certain amount of knowledge or knowledge-base by nature itself (for example, migration and imitation of natural groups) and it tries to add to its knowledge-base through sensory perception or experience. Without information, survival would be impossible. All human beings have information needs, both individual and collective. And it is information transfer and information revolution which are the key factors for the cultural and political revolution and societal/development of mankind. Of course, the strength of any nation depends on its political condition and/or political development. "Development is the most important challenge facing the human race. Therefore, development is a greater challenge to the third world or developing countries and this challenge is much more serious in view of the constraints on their information resources.

Table 3.1 shows types of information which may be sought in the future, (multiple responses were permitted) by the legislative assembly members of UP and Rajasthan.

Table: 3.1

Predicted Future Information Needs

S. No.	Category	UP n_1=134		Rajasthan n_2 = 67	
		Number	% age	Number	% age
1	Information about politics & the Indian Government	116	86.57	55	82.09
2	Information about the state Government	126	94.03	64	95.52
3	Information about your local council	98	73.13	46	68.66
4	Local Area Development	134	100	62	92.54
5	Employment/job opportunities	116	86.57	61	91.04
6	Education	85	63.43	47	70.15
7	Housing	80	59.7	41	61.19
8	Health and Safety at work	80	59.7	28	41.79
9	Health Care	75	55.97	46	68.66
10	Social Security Benefits	125	93.28	55	82.09
11	Family/Personal matters	79	58.96	22	32.84
12	Financial matters	102	76.12	64	95.52
13	Taxation	125	93.28	60	89.55
14	Consumer and Credit	75	55.97	45	67.16
15	Business opportunities	45	33.58	45	67.16
16	Legal information	106	79.1	59	88.06
17	Equal rights and Discrimination	65	48.51	48	71.64
18	Immigration and Nationality	66	49.25	37	55.22
19	Citizens' rights	95	70.9	65	97.01
20	Crime and Security	120	89.55	58	86.57
21	Transport and Travel	105	78.36	45	67.16
22	Technology and Communications	77	57.46	41	61.19
23	Environmental information	60	44.78	20	29.85
24	Leisure and Recreation	79	58.96	22	32.84

(Multiple responses were permitted)

In Uttar Pradesh: Predication of future information use by the respondents in decreasing order was that they would required Local Area Development 100%, Information about the state Government 94.03%, Social Security Benefits 93.28%,

Taxation 93.28%, Crime and Security 89.55%, Information about politics & the Indian Government 86.57%, Employment/job opportunities 86.57%, Legal information 79.1%, Transport and Travel 78.36%, Financial matters 76.12%, Information about your local council 73.13%, Citizens' rights 70.9%, Education 63.43%, Housing 59.7%, Health and Safety at work 59.7%, Family/Personal matters 58.96%, Leisure and Recreation 58.96%, Technology and Communications 57.46%, Health Care 55.97%, Consumer and Credit 55.97%, Immigration and Nationality 49.25%, Equal rights and Discrimination 48.51%, Environmental information 44.78% and Business opportunities 33.58%.

In Rajasthan: predication of future information uses by the respondents of Rajasthan in decreasing order was about the Citizens' rights 97.01%, Information about the state Government 95.52%, Financial matters 95.52%, Local Area Development 92.54%, Employment/job opportunities 91.04%, Taxation 89.55%, Legal information 88.06%, Crime and Security 86.57%, Information about politics & the Indian Government 82.09%, Social Security Benefits 82.09%, Equal rights and Discrimination 71.64%, Education 70.15%, Information about your local council 68.66%, Health Care 68.66%, Consumer and Credit 67.16%, Business opportunities 67.16%, Transport and Travel 67.16%, Housing 61.19%, Technology and Communications 61.19%, Immigration and Nationality 55.22%, Health and Safety at work 41.79%, Family/Personal matters 32.84%, Leisure and Recreation 32.84% and Environmental information 29.85%.

Using the same list of 24 subjects discussed above, respondents were asked if they felt they might want to find out more about any of these topics in the future. Respondents from both of the state predicted a future need for information. The top six subjects required in the past (leisure and recreation, education, employment, transport and travel, legal issues, and health care) were still regarded as the six types of information most likely to be required in the future, although in a slightly different order of preference. While there was a slight increase in the predicted need for legal information and health care information, less interest was anticipated in information on employment, transport, leisure and most significantly education. There was a significant increased perception of information need about the Indian state in the future.

5.6.3 Differenced information demand table

The data from this table has been analyzed in three ways:

(1) Use of information sources.

(2) Perceived value of information from different sources.

(3) Comparison of the value of information from each source. (Past vs Future)

In order to understand the complexity of the problems involved in seeking relevant information, it is important to first establish the range of subjects that are of interest to MLAs. There are twenty-four main levels at which information are required. Researcher drew differenced statistics on the basis of types of information sought in the past and future demand of information. Table 3.2 and 3.3 shows the past Vs future of information use. i.e. what in the past was the information used situation and what are the information demands for the future as predicted by the respondents of Uttar Pradesh and Rajasthan.

Uttar Pradesh: Past Vs Future: Table 3.2 indicates statistics of the information demand in the past and future prospective view of UP. How much they used the below information sources in the past and how much to their future prospective needs are; table 3.2 calculated the number and percentage of difference of each item defined in the table. Five major differences were found on the topics in the past Vs future use of information. Number one is "Technology and Communications" where the difference is 31.34%, second highest is "Family/Personal matters" 25.37%, third highest is "Immigration and Nationality" 23.13%, fourth highest is "Taxation" 22.39% and fifth highest is "Legal information" 21.64% the say.

Table 3.2

Uttar Pradesh: Past Vs Future Differential Information Demand Table

Category	In Past		In Future		Difference between Past & Future	
	Respondent	Respondent (in %age)	Respondent	Respondent (in %age)	Respondent	Respondent (in %age)
Information about politics & the Indian government	90	67.16	116	86.57	26	19.4
Information about the state government	120	89.05	126	94.03	6	4.48
Information about your local council	70	52.24	98	73.13	28	20.9
Local Area Development	121	90.3	134	100	13	9.7
Employment/job opportunities	113	84.33	116	86.57	3	2.24
Education	65	48.51	85	63.43	20	14.93
Housing	63	47.01	80	59.7	17	12.69
Health & Safety at work	65	48.51	80	59.7	15	11.19
Health Care	65	48.51	75	55.97	10	7.46
Social Security Benefits	105	78.36	125	93.28	20	14.93
Family/Personal matters	45	33.58	79	58.96	34	25.37
Financial matters	80	59.7	102	76.12	22	16.42
Taxation	95	70.9	125	93.28	30	22.39
Consumer&Credit	55	41.04	75	55.97	20	14.93
Business opportunities	30	22.39	45	33.58	15	11.19
Legal information	77	57.46	106	79.1	29	21.64
Equal rights & Discrimination	40	29.85	65	48.51	25	18.66
Immigration &Nationality	35	26.12	66	49.25	31	23.13
Citizens' rights	75	55.97	95	70.9	20	14.93
Crime and Security	111	82.84	120	89.55	9	6.72
Transport and Travel	90	67.16	105	78.36	15	11.19
Technology & Communications	35	26.12	77	57.46	42	31.34
Environmental information	46	34.33	60	44.78	14	10.45
Leisure and Recreation	58	43.28	79	58.96	21	15.67

In the same way the three least difference also found in the Future prospective Vs Past view, number one least difference is Employment/job opportunities 2.24%, second least Information about the state government 4.48%, third least is Crime and Security

6.72%. This implies that these three areas are important as there is very little variation in demand in this Past Vs Future perspective.

Table 3.3

Rajasthan: Past Vs Future Differential Information Demand Table

Category	In Past		In Future		Difference between Past & Future	
	Respondent	Respondent (in %age)	Respondent	Respondent (in %age	Respondent	Respondent (in %age)
Information about politics & the Indian Government	50	74.63	55	82.09	5	7.46
Information about the state Government	47	70.15	64	95.52	17	25.37
Information about your local council	42	62.69	46	68.66	4	5.97
Local Area Development	58	86.57	62	92.54	4	5.97
Employment/job opportunities	55	82.09	61	91.04	6	8.96
Education	46	68.66	47	70.15	1	1.49
Housing	23	34.33	41	61.19	18	26.87
Health &Safety at work	28	41.79	28	41.79	0	0.00
Health Care	39	58.21	46	68.66	7	10.45
Social Security Benefits	25	37.31	55	82.09	30	44.78
Family/Personal matters	21	31.34	22	32.84	1	1.49
Financial matters	36	53.73	64	95.52	28	41.79
Taxation	39	58.21	60	89.55	21	31.34
Consumer &Credit	24	35.82	45	67.16	21	31.34
Business opportunities	36	53.73	45	67.16	9	13.43
Legal information	49	73.13	59	88.06	10	14.93
Equal rights & Discrimination	37	55.22	48	71.64	11	16.42
Immigration & Nationality	21	31.34	37	55.22	16	23.88
Citizens' rights	52	77.61	65	97.01	13	19.40
Crime & Security	58	86.57	58	86.57	0	0.00
Transport and Travel	31	46.27	45	67.16	14	20.90
Technology & communications	26	38.81	41	61.19	15	22.39
Environmental information	12	17.91	20	29.85	8	11.94
Leisure & Recreation	18	26.87	22	32.84	4	5.97

Rajasthan: Past Vs Future: Table 3.3 shows the Past Vs Future difference of information use in the past and future demand. Major difference of past and future is 44.78% for the "Social Security Benefits" second is "financial matters" 41.79%, "Taxation" and "Consumer and Credit" are third at 31.34% each, "Housing" 26.87% and "Information about the state Government" are at 25.37% they say the can use more information on these topics than in the past. Least three difference of information demand in further vs past. Number one least difference is Crime & Security, Health &Safety at work zero percent difference, second least is Education and Financial matters 1.49% difference. This again shows that these areas are consistently important.

5.6.4 Past reasons for wanting information: To carry the analysis further Respondents were asked to indicate (from a list of sixteen reasons) the reasons why they had wanted information in the past (see Table 3.4).

Table 3.4

Past Reasons for Wanting Information

S. No	Past reasons for wanting information	UP n_1=134		Rajasthan n_2 = 67	
		Number	% age	Number	% age
1	Political reasons	65	48.51	58	86.57
2	Voting behavior reasons	116	86.57	63	94.03
3	For political decision-making	75	55.97	54	80.60
4	For administrative purpose	65	48.51	55	82.09
5	For publication	35	26.12	28	41.79
6	Work-related reasons	78	58.21	45	67.16
7	Religious reasons	23	17.16	20	29.85
8	Family personal reasons	16	11.94	28	41.79
9	For developments	98	73.13	60	89.55
10	Historical objection	19	14.18	23	34.33
11	Health reasons	65	48.51	36	53.73
12	Financial / economical reasons	78	58.21	46	68.66
13	Legal reasons / security	66	49.25	41	61.19
14	Business/commercial reasons	48	35.82	37	55.22
15	For work with a representative/interest group	95	70.90	16	23.88
16	Educational reasons	106	79.10	53	79.10

(Multiple responses were permitted)

The five most popular past reasons for seeking information were **In UP**: Voting behavior reasons 86.57%, Educational reasons 79.10%, For developments 73.13%, For work with a representative/interest group 70.90% and work-related reasons 58.21%. **In Rajasthan:** the reasons were voting behavior reasons 94.03%, for developments 89.55%, Political reasons 86.09%, For administrative purpose 82.09% and For political decision-making 80.60%.

Regional differences were many and curious. In comparing UP with Rajasthan for past seeking information three notable differences arose 1 Political reason, 2 for administrative purpose and 3 for political decision-making.

5.6.5 Future Predicted Reasons:

Respondents were also asked to predict the reasons why they might want information in the future (see Table 3.5).

Table 3.5

Predicted Reasons for Wanting Information

S. No	Predicted reasons for wanting information	UP n_1=134		Rajasthan n_2 = 67	
		Number	% age	Number	% age
1	Political reasons	85	63.43	45	67.16
2	Voting behavior reasons	121	90.30	63	94.03
3	For political decision-making	79	58.96	50	74.63
4	For administrative purpose	70	52.24	52	77.61
5	For publication	55	41.04	33	49.25
6	Work-related reasons	74	55.22	48	71.64
7	Religious reasons	15	11.19	10	14.93
8	Family personal reasons	10	7.46	20	29.85
9	For developments	106	79.10	55	82.09
10	Historical objection	25	18.66	29	43.28
11	Health reasons	55	41.04	30	44.78
12	Financial / economical reasons	76	56.72	49	73.13
13	Legal reasons / security	88	65.67	43	64.18
14	Business/commercial reasons	76	56.72	40	59.70
15	For work with a representative/interest group	68	50.75	36	53.73
16	Educational developments reasons	99	73.88	51	76.12

(Multiple responses were permitted)

The five most popular predicted reasons for seeking information were **In UP**: Voting behavior reasons 90.30%, for developments 79.10%, Educational developments reasons 73.88%, Legal reasons / security 65.67% and Political reasons 63.43%.
In RAJ: the future predicted reasons were Voting behavior reasons 94.03%, For developments 82.09%, For administrative purpose 77.61%, Educational developments reasons 76.12% and For political decision-making 74.63%) are also regarded as the most likely reasons for requiring information in the future.

Certain reasons were cited more frequently by Rajasthan respondents than by those living in UP: For administrative purpose (+25.37%), Historical objection (+24.62%), Family personal reasons (+22.39%) and Work-related reasons (+16.42%). one significant differences were identified,
In terms of Rajasthan: Legal reasons / security' (-1.49%) respondents predicted reasons, compared with UP respondents.

5.7 Preferred sources of information: Approach for information

Frequently or Occasionally: Respondents were given a list of organizations and people and asked to indicate whether they would approach them for information frequently or occasionally. People prefer to turn to their close others, such as friends and family, when they need help (see Clark, 1983[3]; Wills, 1991) [4]. Hence, it is particularly significant to picture help-seeking and the effect of help-seeking on causal attributions for helping within close relationships.

5.7.1 Frequently approach: Table 4 and figure 5.10 show transaction of information used of frequently by the respondents of Uttar Pradesh and Rajasthan.

In Uttar Pradesh: Family and friends comprised 59.70%, Professional/Trade Associations were 41.04%, Offices of Government departments and agencies (e.g. Inland Revenue, Benefits Agency) were 33.58%, Panchayat or Municipal corporation were 20.15%, Information and advice centers were 14.93%, Local council offices were 14.18 %, Academic libraries 13.43%, Chambers of Commerce 4.48% and Post Offices 2.99%.

Table: 4

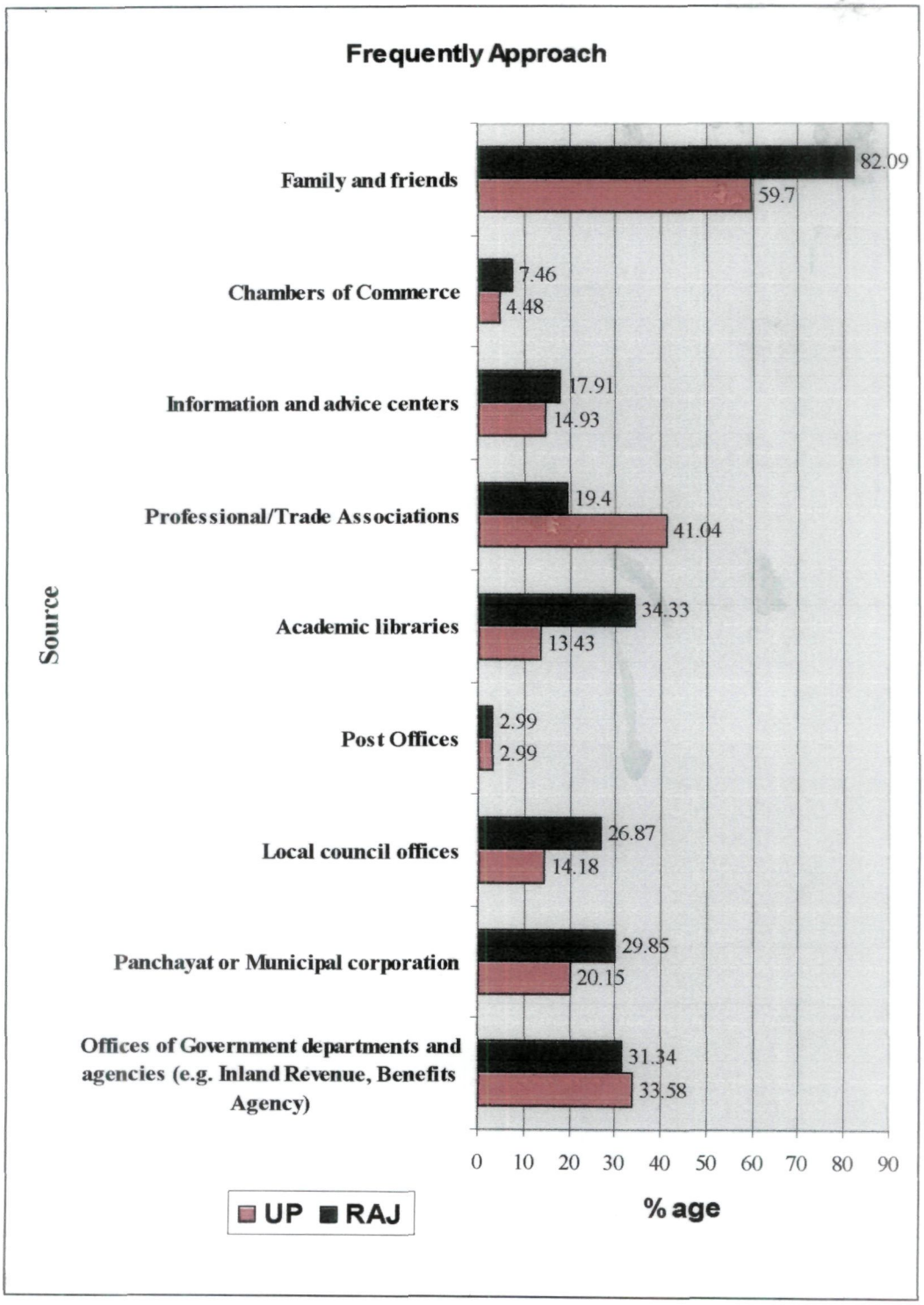
'Frequently Approach' for information

Source	UP n_1=134		Rajasthan n_2 = 67	
	No of response	%age	No of response	%age
Offices of Government departments and agencies (e.g. Inland Revenue, Benefits Agency)	45	33.58	21	31.34
Panchayat or Municipal corporation	27	20.15	20	29.85
Local council offices	19	14.18	18	26.87
Post Offices	4	2.99	2	2.99
Academic libraries	18	13.43	23	34.33
Professional/Trade Associations	55	41.04	13	19.4
Information and advice centers	20	14.93	12	17.91
Chambers of Commerce	6	4.48	5	7.46
Family and friends	80	59.70	55	82.09

(Multiple responses were permitted)

In Rajasthan: Family and friends were the most frequent at 82.09%, Academic libraries were at 34.33%, Offices of Government departments and agencies followed at 31.34% (e.g. Inland Revenue, Benefits Agency), Panchayat or Municipal corporation were 29.85%, Local council offices were 26.87 %, Professional/Trade Associations were 19.4%, Information and advice centers were 17.91%, Chambers of Commerce were 7.46% and Post Offices were the least afforded at 2.99%.

Figure 5.10: 'Frequently Approach' for information



Source: table 4

5.7.2 'Occasionally approach' for information: Table 4.1 and figure no 5.11 shows a comparative view point of Uttar Pradesh and Rajasthan, their approach for information occasionally.

Table: 4.1

'Occasionally Approach' for Information

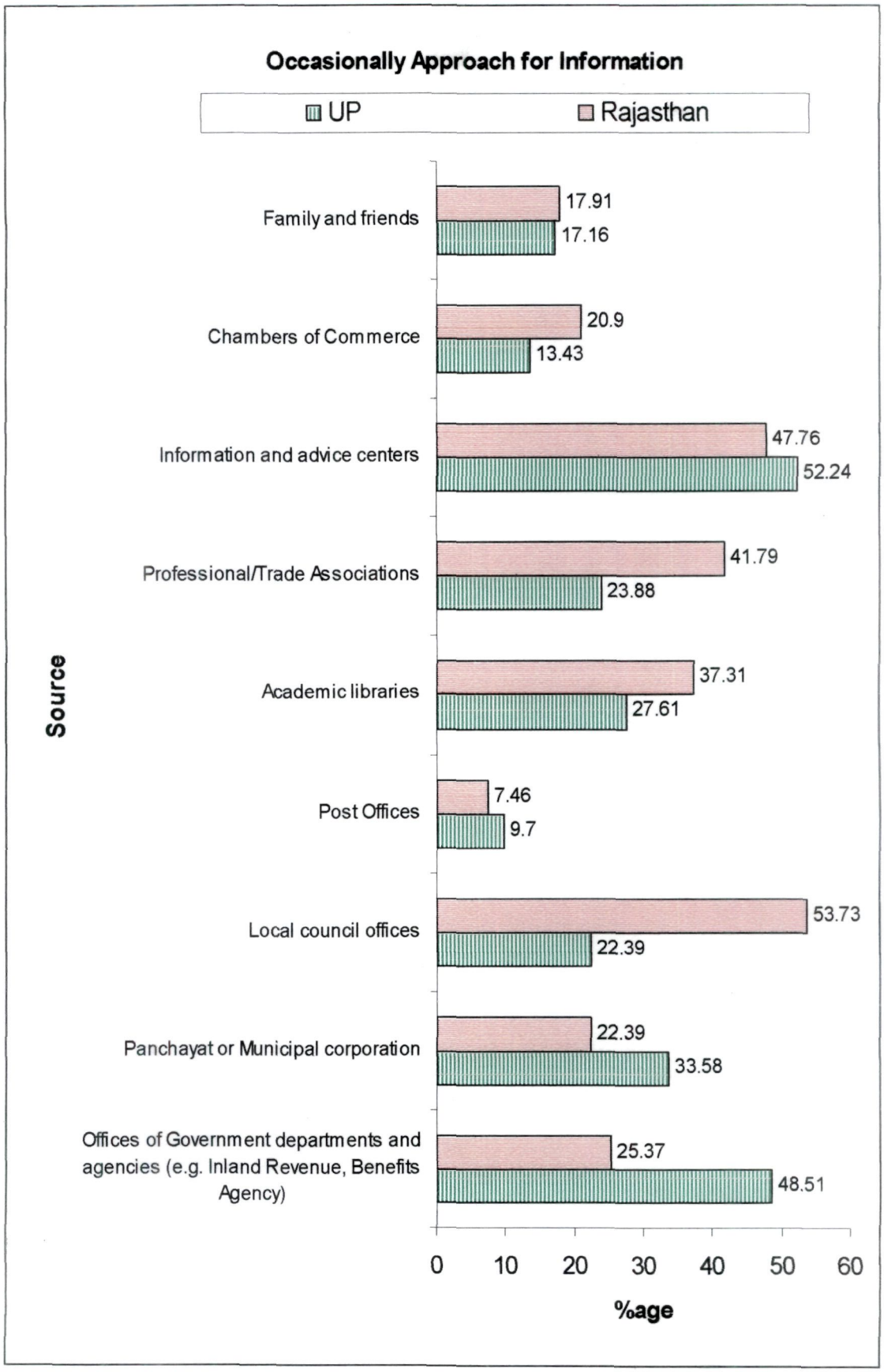
Source	UP n_1=134		Rajasthan n_2 = 67	
	No of response	%age	No of response	%age
Offices of Government departments and agencies (e.g. Inland Revenue, Benefits Agency)	65	48.51	17	25.37
Panchayat or Municipal corporation	45	33.58	15	22.39
Local council offices	30	22.39	36	53.73
Post Offices	13	9.70	5	7.46
Academic libraries	37	27.61	25	37.31
Professional/Trade Associations	32	23.88	28	41.79
Information and advice centers	70	52.24	32	47.76
Chambers of Commerce	18	13.43	14	20.90
Family and friends	23	17.16	12	17.91

(Multiple responses were permitted)

In Uttar Pradesh: Information and advice centers 52.24%, Offices of government departments and agencies (e.g. Inland Revenue, Benefits Agency) 48.51%, Panchayat or Municipal corporation 33.58%, Academic libraries 27.61%, Professional/Trade Associations 23.88%,Local council offices 22.39%, friends 17.16%, Chambers of Commerce13.43% and Family and Post Offices 9.70%.

In Rajasthan: Local council offices 53.73%, Information and advice centers 47.76%, Professional/Trade Associations 41.79%, Academic libraries 37.31%, Offices of Government departments and agencies (e.g. Inland Revenue, Benefits Agency) 25.37%, Panchayat or Municipal corporation 22.39%, Chambers of Commerce 20.90% Family and friends 17.91% and Post Offices 7.46%.

Figure 5.11: Occasionally approach for information



Source: table 4.1

5.8 Information seeking language: Prefer to obtain information

Language plays the most impact variable on the information seeking behavior, on the sources, provider and seeker. Seekers use the language to know and understand properly and effectively, that's why there is demand for information in his/her own language which one can read and write smoothly without feeling any kind of hindrances. Understanding language gives a boost to work on what they want from the system of information. Table 5 below indicates the users' opinion about language.

Table: 5

Preferred Language

S.NO	Language	UP n_1=134		Rajasthan n_2 = 67	
		Frequency	%age	Frequency	%age
1	English	26	19.40	11	16.42
2	Hindi	95	70.9	51	76.12
3	Urdu	9	6.72	0	0
4	Bhojpuri	2	1.49	0	0
5	Rajasthani	0	0	5	7.46
6	Jaipuri /Marwari	0	0	0	0
7	Punjabi	0	0	0	0
8	Sanskrit	2	1.49	0	0
9	Gujarati	0	0	0	0
10	Awadhi	0	0	0	0
11	Marathi	0	0	0	0
12	Sindhi	0	0	0	0
Total		**134**	**100**	**67**	**100**

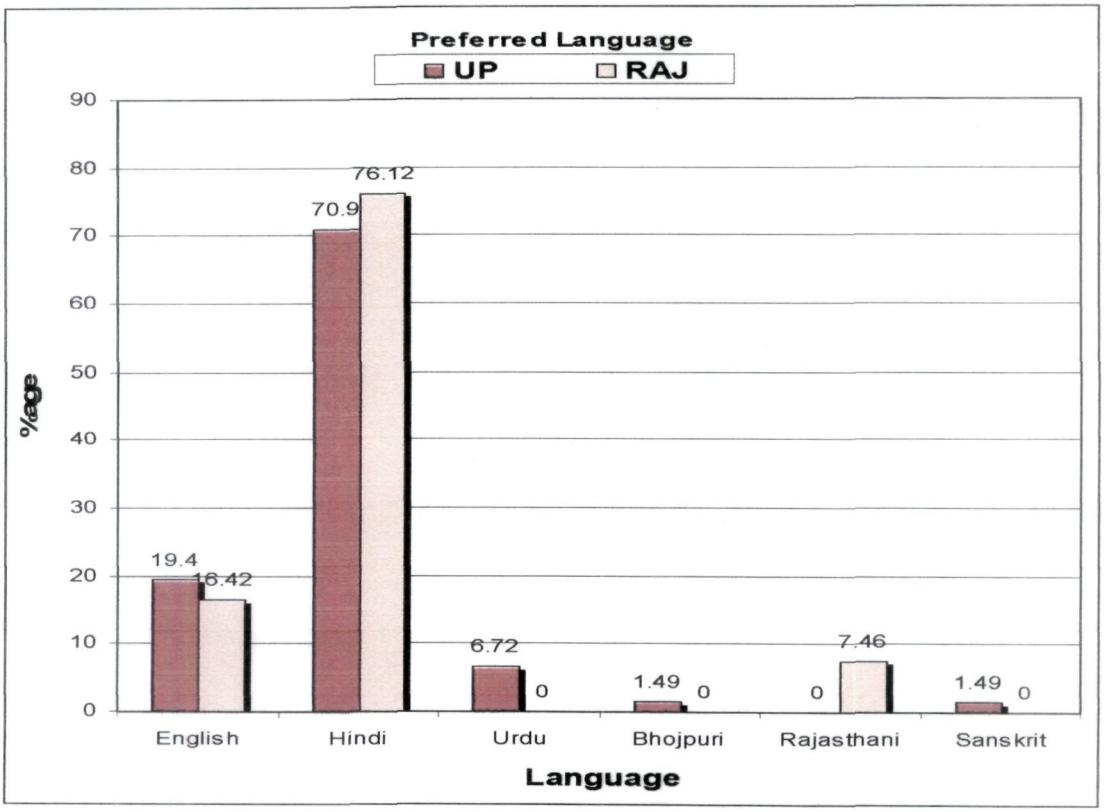
A question was asked to find out the language preferred by the MLAs of both the states. It is obvious from the analysis that 70.9% (95) UP-MLAs members use Hindi, and 76.12% (51) of Rajasthan-MLAs use Hindi. 5.22% of Rajasthan member preferred Hindi language more than the UP members. It is interesting that 19.40% (26) of UP users preferred English language 2.89% more than Rajasthan members, in UP compare with Rajasthan where only 16.42%(11) want to use English. Similarly in

UP 6.72% (9) respondents give Urdu as their choice, Bhojpuri 1.49% (2) and Sanskrit 1.49% (2) but there was no one in Rajasthan for these languages.

Similarly 7.46% respondents' of Rajasthan have chosen the local language Rajasthani which is absent in UP. Others languages Jaipuri /Marwari, Punjabi, Gujarati, Awadhi, Marathi and Sindhi no one preferred, although linguistic survey of the India map indicated their prevalence.

The survey sample was asked in which language respondents prefer to obtain information. Including the regional languages, only 9.25 % indicated a preferred minority language in UP, compared with 7.46 % of respondents that use ethnic language Rajasthani in Rajasthan.

Figure 5.12: Preferred Language



Source: table 5

5.9 Sources of Information

Like any other professionals, MLAs have been also using various documentary and non-documentary sources for obtaining their information (see Tables 6, 6.1 and 6.2 Figures no. 5.13, 5.14 and 5.15). Researcher tried to find out sources that are commonly used by the respondents for the coverage of their gap of knowledge from various types of sources that are used.

5.9.1 Information Sources: News Paper: Table 6 presents information sources used by the MLAs of Up and Rajasthan. The data about the sources of latest information in relation to over all sample revealed the highly referred information sources. Multiple choices of responses were given to the respondents as information was collected regarding uses of information sources for public work.

Table: 6

Information Sources: News Paper

S.NO	Particular	UP n_1=134		Rajasthan n_2 = 67	
		No of responses	%age	No of responses	%age
1	The Times of India	77	57.46	35	52.24
2	Hindustan Times	55	41.04	18	26.87
3	The Hindu	75	55.97	23	34.33
4	Indian Express	45	33.58	16	23.88
5	The Chronicle	15	11.19	15	22.39
6	Aaj	51	38.06	6	8.96
7	Amarujala	90	67.16	23	34.33
8	Dainikjagaran	105	78.36	9	13.43
9	Dainikbashkar	6	4.48	45	67.16
10	Jansatta	45	33.58	20	29.85
11	Sahara	56	41.79	22	32.84
12	The Economics Times	45	33.58	25	37.31

(Multiple responses were permitted)

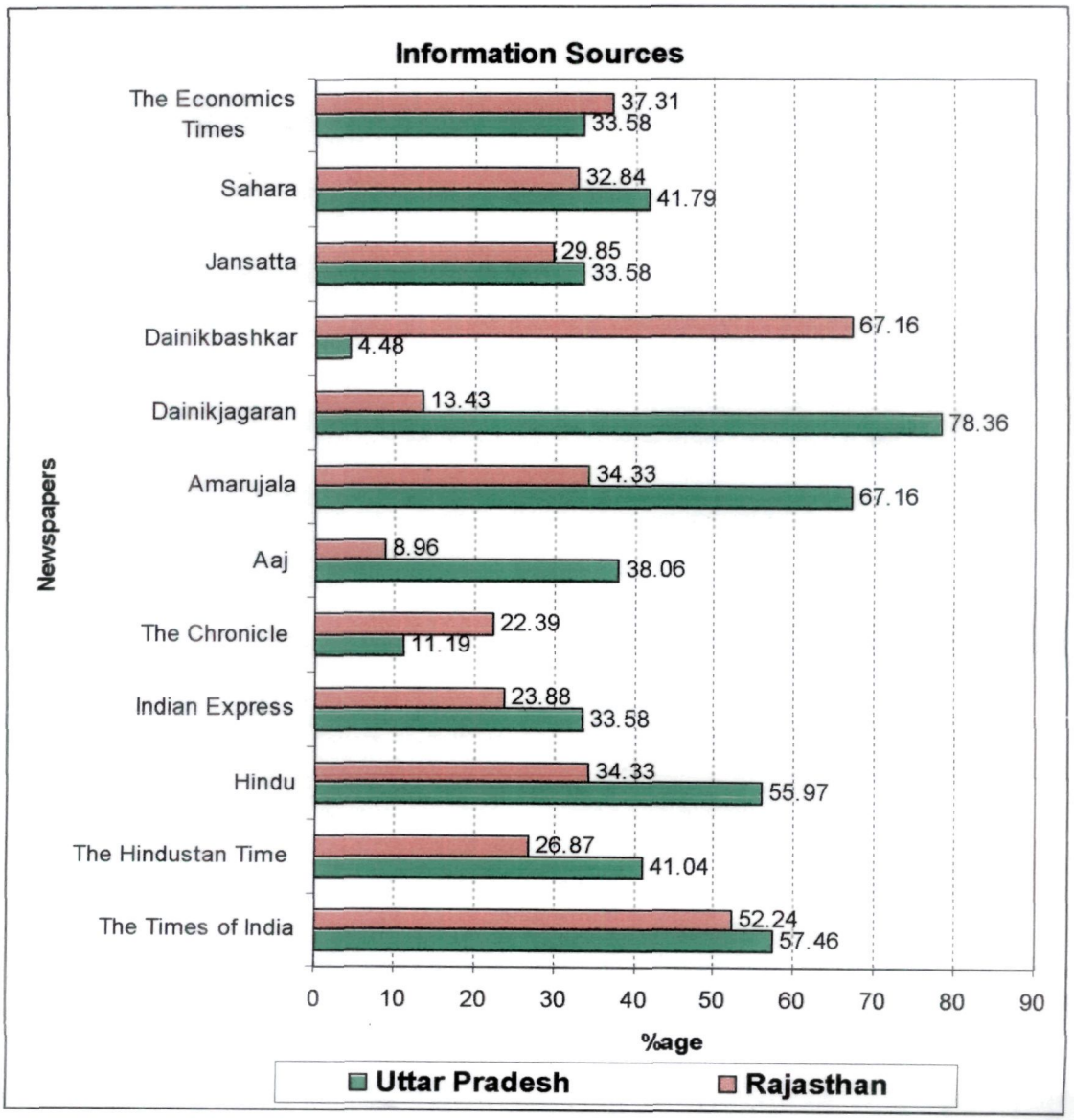
In UP: Table 6 listed a total of 12 local and national newspapers publications of India. The ranking was Dainikjagaran78.36%, Amarujala 67.16%, The Times of India 57.46%, The Hindu 55.97%, Sahara 41.79%, Hindustan Times 41.04 %, Aaj 38.06%, The Economics Times 33.58%, Jansatta33.58%, Indian Express33.58%, The Chronicle 11.19% and Dainikbashkar 4.48%.

In Rajasthan: The ranking was Dainikbashkar 67.16%, The Times of India 52.24%, The Economics Times 37.31%, The Hindu 34.33%, Amarujala 34.33%, Sahara 32.84%, Jansatta 29.85%, Hindustan Times 26.87%, Indian Express 23.88%, The Chronicle 22.39%, Dainikjagaran 13.43% and Aaj 8.96%.

As indicated in Table 6, local (Hindi) newspapers were preferred to national (English) newspapers such as *Dainikjagaran* and *Dainikbashkar*. Among the local newspapers

'*Dainikjagaran*' in UP and '*Dainikbashkar*' in Rajasthan was the most preferred source of information. In the case of the national newspaper, Times of India ranked highest as the most preferred source. This is significant in the sense that *Dainikjagaran* and *Dainikbashkar* is very informative on social and political activities in the UP and Rajasthan sub-region. Another significant point to consider is the high ranking given to one of the Hindi newspapers, Amarujala. This paper has often been associated with government views and therefore regarded as "pro -government". Politicians were most dependent than others groups of professional on newspaper contacts for acquisition of useful information. Their primary information source is news papers to know the information. Local newspaper is the primary source to know the information than other sources.

Figure 5.13: Information Sources newspaper



Source: table 6

5.9.2 Political Magazine and Journal: Table 6.1 and Figure No. 5.14 show the use of journal and political magazine by the respondents of both the state assemblies.

Table 6.1 Political Magazine and Journal

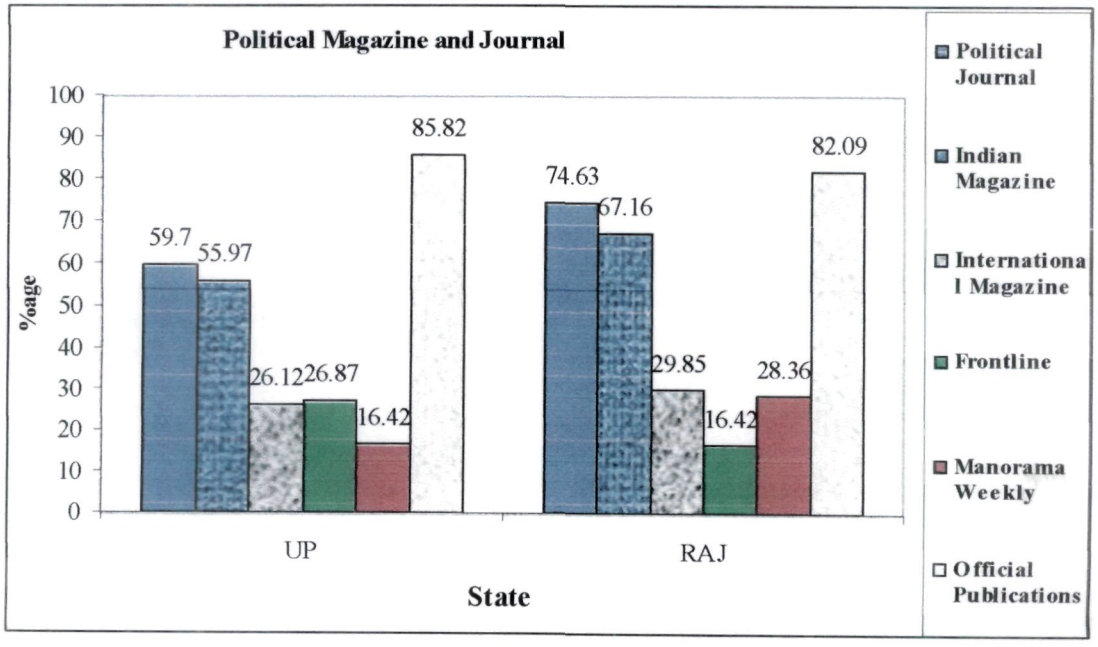
S.NO	Particular	UP n_1=134		Rajasthan n_2 = 67	
		No of responses	%age	No of responses	%age
1	Political Journal	80	59.70	50	74.63
2	Indian Magazine	75	55.97	45	67.16
3	International Magazine	35	26.12	20	29.85
4	Frontline	36	26.87	11	16.42
5	Manorama Weekly	22	16.42	19	28.36
6	Official Publications	115	85.82	55	82.09

(Multiple responses were permitted)

In Uttar Pradesh: Official Publications 85.82%, Political Journal 59.70%, Indian Magazine 55.97%, Frontline 26.87%, International Magazine 26.12%, and Manorama Weekly 16.42%.

In Rajasthan: Official Publications 82.09%, Political Journal 74.63%, Indian Magazine 67.16%, International Magazine 29.85%, Manorama Weekly 28.36% and Frontline16.42%.

Figure 5.14: Information Sources Political Magazine and Journal



Source: table 6.1

5.9.3 Types of documents sought

Historical document: Knowing the party's vote-share and major source of competition at the previous election is important when targeting constituencies and in the determination of how the candidate and local party should attempt to persuade the electorate that their message is more appropriate than that of a rival party.

State gazette/ census: The political strategist needs to monitor the demographic structure of the constituency on an ongoing basis so that changes can be identified and key voters and citizen groups (outside an election) located so that appropriate action can be taken. Thus, census data statistics are important in determining the location of the relevant groups since socio-economic (and other relevant targeting) data may have been mapped in the census.

Table 6.2

Types of document the sought

S.NO	Particular	UP n_1=134		Rajasthan n_2 = 67	
		No of responses	%age	No of responses	%age
1	Biography	48	35.82	29	43.28
2	Historical document	67	50.00	37	55.22
3	Geographical document/map/chat etc.	95	70.90	55	82.09
4	State gazette/ census	99	73.88	54	80.60
5	Survey report	35	26.12	23	34.33

(Multiple responses were permitted)

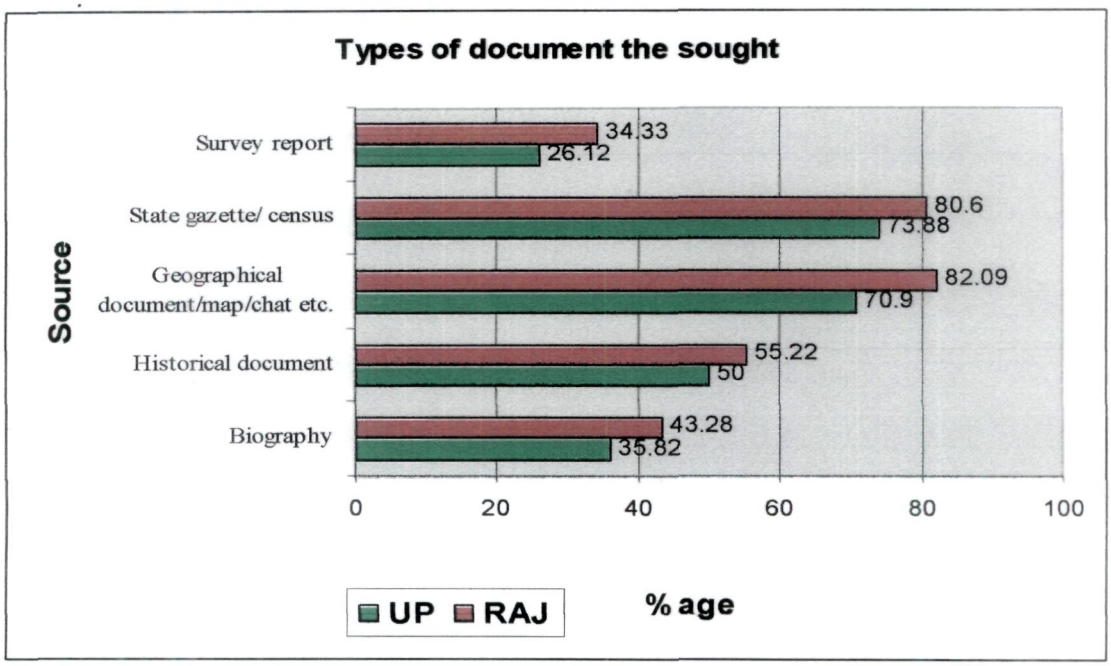
Table 6.2 and figure no. 5.15 shows the data level of the types of the documents sought the most.

In UP: Highest percentage of demand was 73.88% on 'State gazette/ census' second highest 'Geographical document/map/chat etc.' at 70.90%, third rank of demand was 50% for 'Historical document', 35.82% for 'biography' and only 26.12% wanted 'survey reports'.

In Rajasthan: 82.09% wanted "Geographical document/map/chat etc.", second highest were "State gazette/ census" at 80.60%, third highest 'Historical document' 55.22%, then 43.28% of 'Biography' and 34.33% only for survey reports.

These data suggest that no single mechanism for enabling access to information should be seen as the ultimate solution to the information needs of the MLAs. Rather a complementary range of solutions must be offered to the legislators. Figure no 5.16 show the comparative view of documents demands.

Figure 5.15: Types of document the sought



Source: table 6.2

5.10 The Legislative Library

Legislative libraries (LL) the world over form an integral part of parliamentary democracies. Thus, where a parliamentary democracy thrives, a Legislative library becomes a necessary consequence. This relationship is complementary because such a library provides the essential information that is needed primarily to help shape the decision and policies of the government which must remain accountable to the governed.

Table: 7

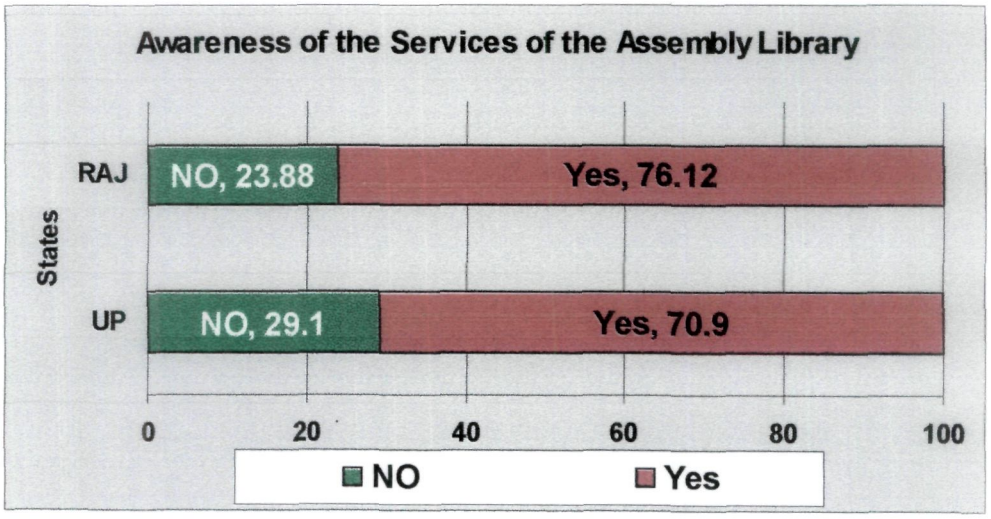
Awareness of the Services of the Assembly Library

Aware of the services of the Assembly Library	UP		Rajasthan	
	No of responses	%age	No of responses	%age
Yes	95	70.90	51	76.12
NO	39	29.10	16	23.88
Total	**134**	**100**	**67**	**100**

5.10.1 Awareness of the services of the assembly library:

Another interesting feature of this study is that a large number of respondents 70.90% of UP and 76.12% of RAJ said they were aware of the services of the assembly library. And 29.10% of UP and 23.88% of RAJ say they do not know the services of Assembly library (see table 7 and figure no 5.16).

Figure 5.16: Awareness of the Services of the Assembly Library



Source: table 7

5.10.2 Find the Assembly Library adequate: unfortunately more than half of the members of the UP who were aware of services which comprise 44.78% and 40.30% of RAJ MLAs were not satisfied with the library's services of the total. Similarly 26.87% of UP and 23.88% of the RAJ gave No response on this question.

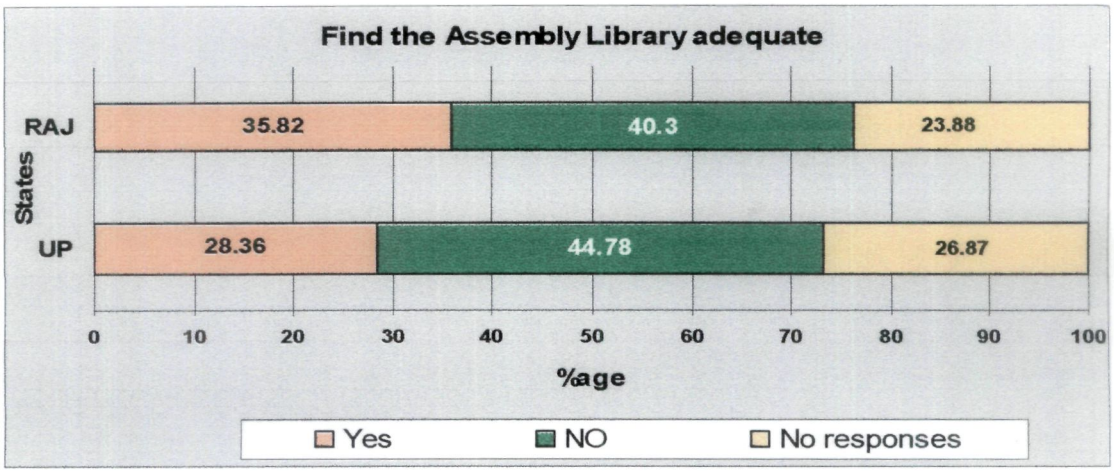
Only 28.36% of UP and 35.82% of RAJ respondents have found assembly library adequate table 7.1 and Figure Number: 5.17 indicate this information.

Table: 7. 1

Find the Assembly Library adequate

Find the Assembly Library Adequate	UP		Rajasthan	
	No of responses	%age	No of responses	%age
Yes	38	28.36	24	35.82
No	60	44.78	27	40.30
No responses	36	26.87	16	23.88
Total	**134**	**100**	**67**	**100**

Figure 5.17: Find the Assembly Library adequate



Source: table 7.1

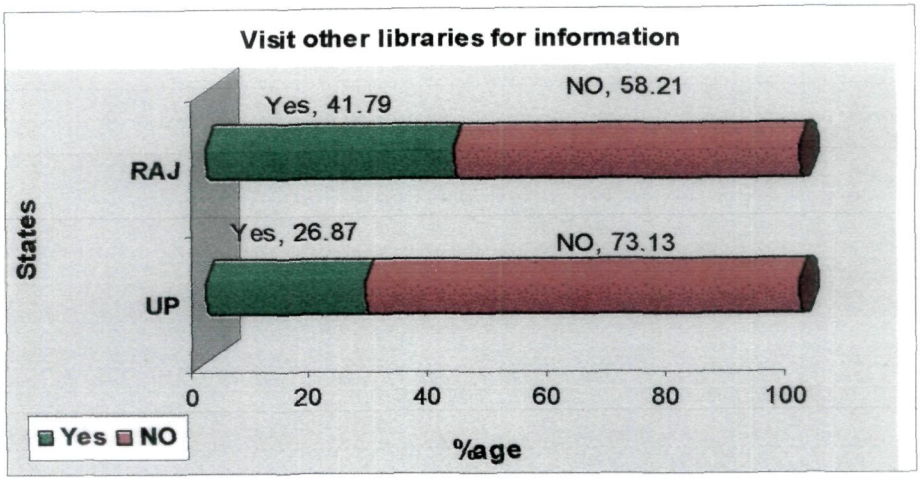
5.11.3 Visit other libraries for information: When asked whether they "visit other libraries for information" (26.87% of UP and 41.79% of Rajasthan) per cent said they do so and 73.13% of UP and 58.21% of RAJ MLAs say they don't visit other library for any kind of information. See the table 7.2 and graphical chat below figure number 5.18.

Table: 7. 2

Visit other libraries for information

Opinion	UP		Rajasthan	
	No of responses	%age	No of responses	%age
Yes	36	26.87	28	41.79
NO	98	73.13	39	58.21
Total	**134**	**100**	**67**	**100**

Figure 5.18: Visit other libraries for information



Source: table 7.2

5.11 Information from government ministries and departments

A central function of government departments is to make, and to contribute to, policy decisions. Such decisions will always affect a section of the community, either directly or indirectly, and many will affect a significant proportion of society. This study of the role of information on the decision-making process therefore contributes both to the body of knowledge regarding information seeking and use of information by MLAs, but also contributes to our understanding of the relationship of information flows from government department.

Respondents were also asked to indicate how often they seek information from government ministries and departments. Table 8 provides a summary of the responses.

Information from ministries and departments: table 8 indicates the patterns of information sought from the ministries and government departments.

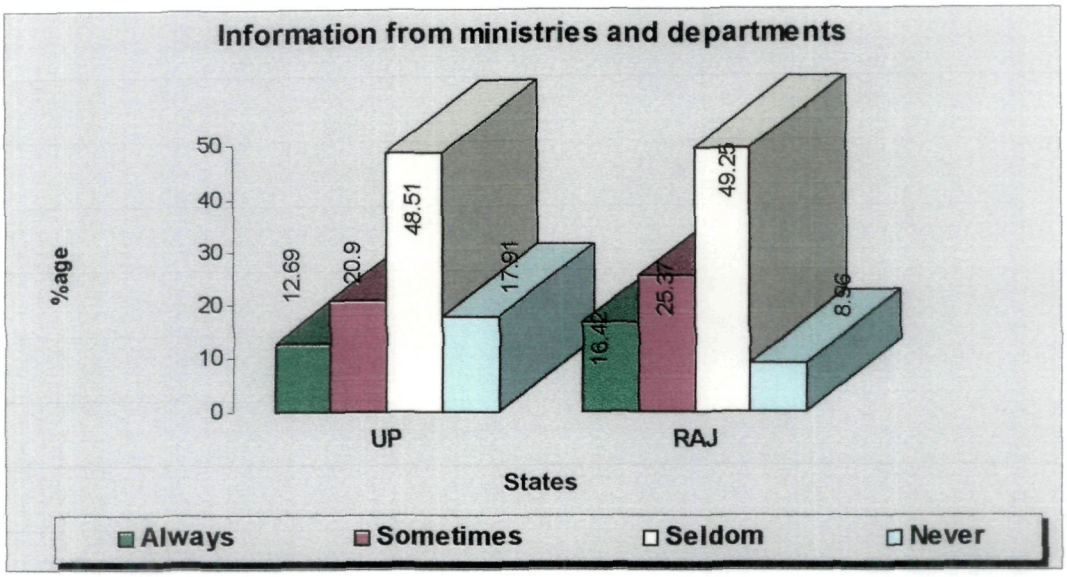
Table: 8

Information from ministries and departments

Category	UP		Rajasthan	
	Frequency	%age	Frequency	%age
Always	17	12.69	11	16.42
Sometimes	28	20.90	17	25.37
Seldom	65	48.51	33	49.25
Never	24	17.91	6	8.96
Total	**134**	**100**	**67**	**100**

'Seldom' was given high number of responses in both the states i.e. 48.51% of UP and 49.25% of RAJ members. Similarly 20.90% of UP and 25.37% of RAJ member say the have been using 'Sometimes' government agencies. In the 'Always' section of responses 12.69% of UP and 16.42% of RAJ members always seek information from the ministries and departments. 'Never' sought information from the ministries and departments were 17.91% of UP and 8.96% of RAJ members. See table 8, above and picture figure number 5.19 below.

Figure 5.19: Information from ministries and departments



Source: table 8

5.12 How do you like to receive your information?

Table: 9

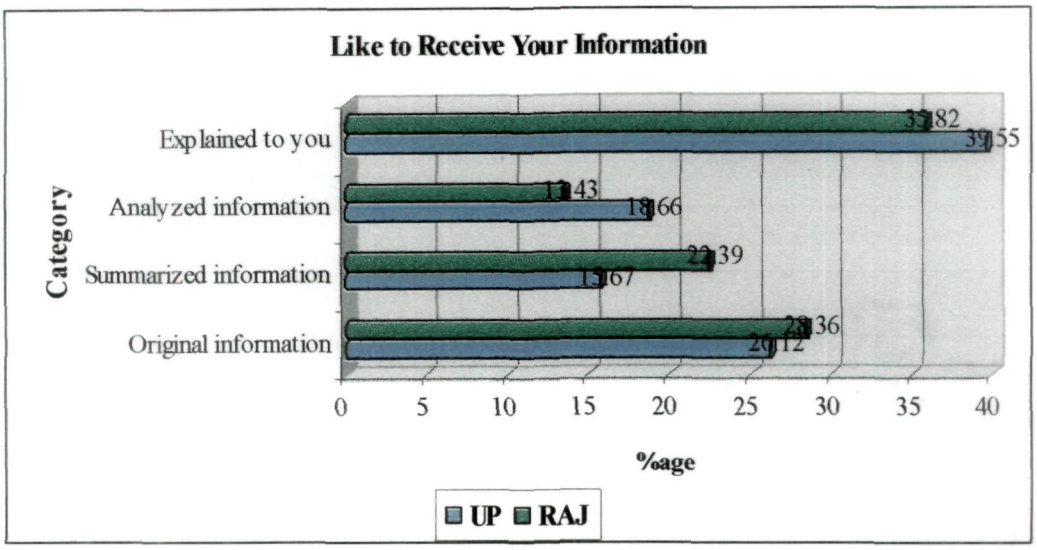
Like to Receive Your Information

Category	UP		Rajasthan	
	Frequency	**%age**	**Frequency**	**%age**
Original information	35	26.12	19	28.36
Summarized information	21	15.67	15	22.39
Analyzed information	25	18.66	9	13.43
Explained to you	53	39.55	24	35.82
Total	**134**	**100**	**67**	**100**

When asked how they would like to receive their information, a large numbers of the MLAs 39.55% of UP and 35.82% of Rajasthan said they wanted it "Explained to you" while a few (26.12% of UP and 28.36 % of Rajasthan) wanted the original

information. Some of the respondents (15.67% of UP and 22.39% of Rajasthan) wanted the information to be "Summarized information" to them while (18.66% of UP and 13.43% of Rajasthan) wanted the "Analyzed information" (see table: 9 and figure 5.20)

Figure 5.20: Like to Receive Your Information



Source: table 9

5.13 Awareness: how well informed would you say:

Well-informed and active politician: In this section, the survey sought to measure how well informed respondents were about political information matters, and to examine their levels of participation in the democratic political process. Respondents were asked how well informed they felt they were about five different political related topics.

5.13.1 National politics: Table 10 and figure number 5.21 indicates the responses of the MLAs of UP and RAJ about "National politics" i.e. how well they say they are informed.

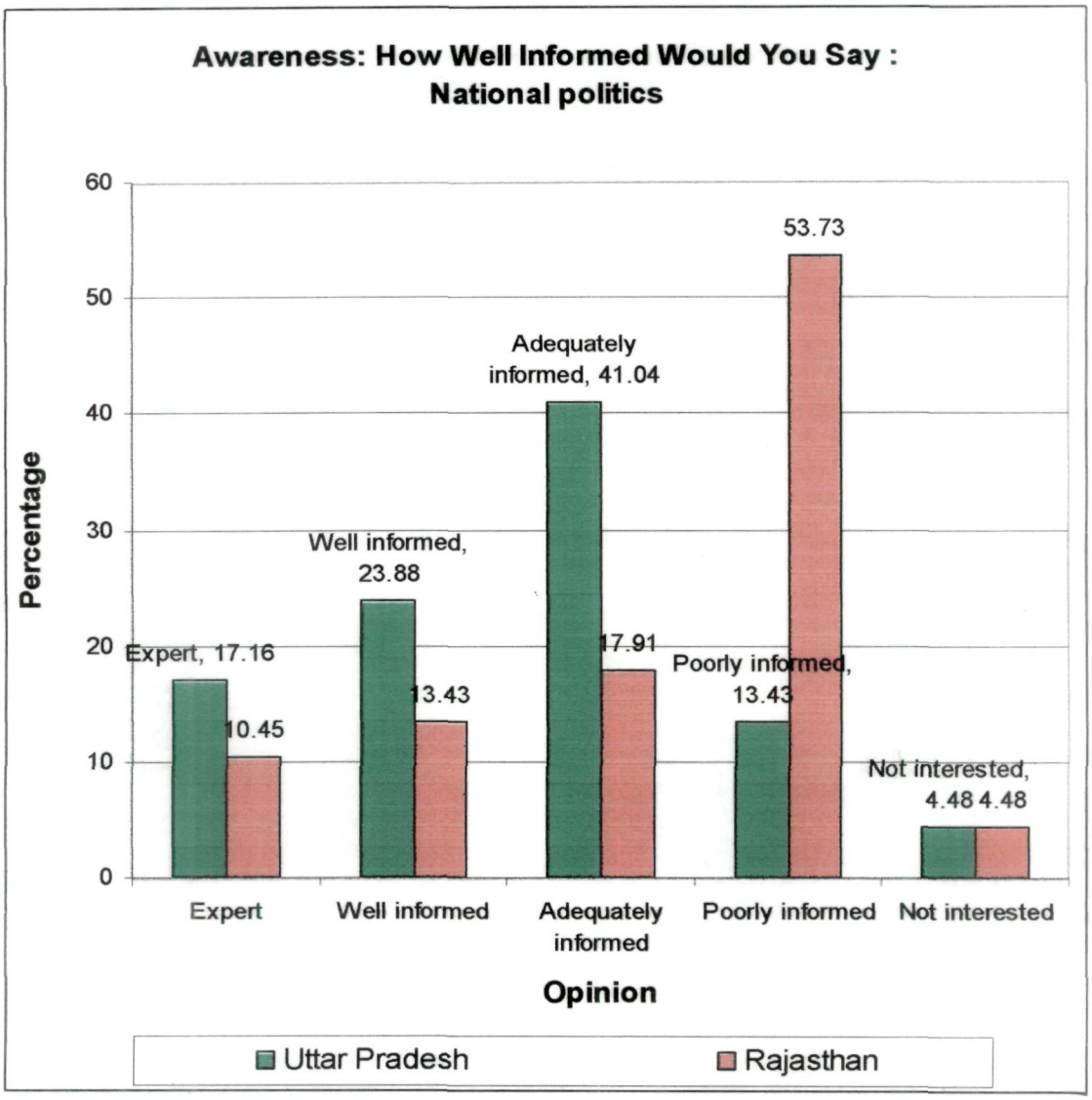
Table: 10: National politics

Opinion	UP		Rajasthan	
	Frequency	%age	Frequency	%age
Expert	23	17.16	7	10.45
Well informed	32	23.88	9	13.43
Adequately informed	55	41.04	12	17.91
Poorly informed	18	13.43	36	53.73
Not interested	6	4.48	3	4.48
Total	**134**	**100**	**67**	**100.00**

In Uttar Pradesh: 'Adequately informed' 41.04%, 'Well informed' 23.88%, 'Expert' 17.16%, 'Poorly informed' 13.43% and 'Not interested' 4.48%.

In Rajasthan: 'Poorly informed' 53.73%, 'Adequately informed' 17.91%, 'Well informed' 13.43%, 'Expert' 10.45%, and 'Not interested' 4.48%.

Figure 5.21: National politics



Source: table 10

5.13.2 Local politics: table 11 and figure number 5.22 indicates the responses of the MLAs of UP and RAJ about "local politics" how well they say they are informed.

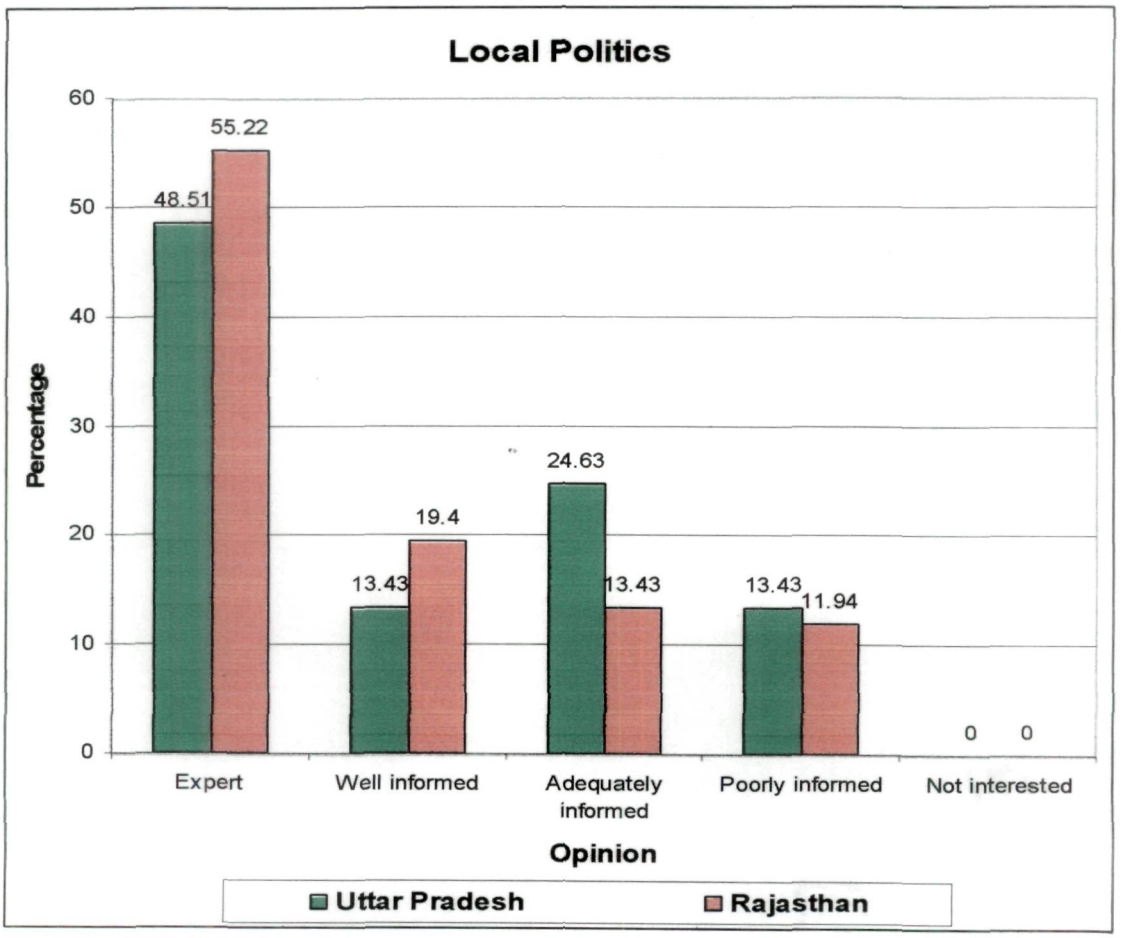
In Uttar Pradesh: the experts were 48.51%, adequately informed were 24.63%, well informed were 13.43%, and poorly informed were 13.43%.

In Rajasthan: the experts were 55.22%, well informed were 19.40%, adequately informed were 13.43% and poorly informed were 11.94%.

Table: 11 Local Politics

Opinion	UP		Rajasthan	
	Frequency	%age	Frequency	%age
Expert	65	48.51	37	55.22
Well informed	18	13.43	13	19.40
Adequately informed	33	24.63	9	13.43
Poorly informed	18	13.43	8	11.94
Not interested	0	0.00	0	0.00
Total	**134**	**100.00**	**67**	**100.00**

Figure 5.22: Local Politics



Source: table 11

5.13.3 Legal rights: table 12 and figure number 5.23 indicates the responses of the MLAs of UP and RAJ about the "legal rights how well they say they are informed.

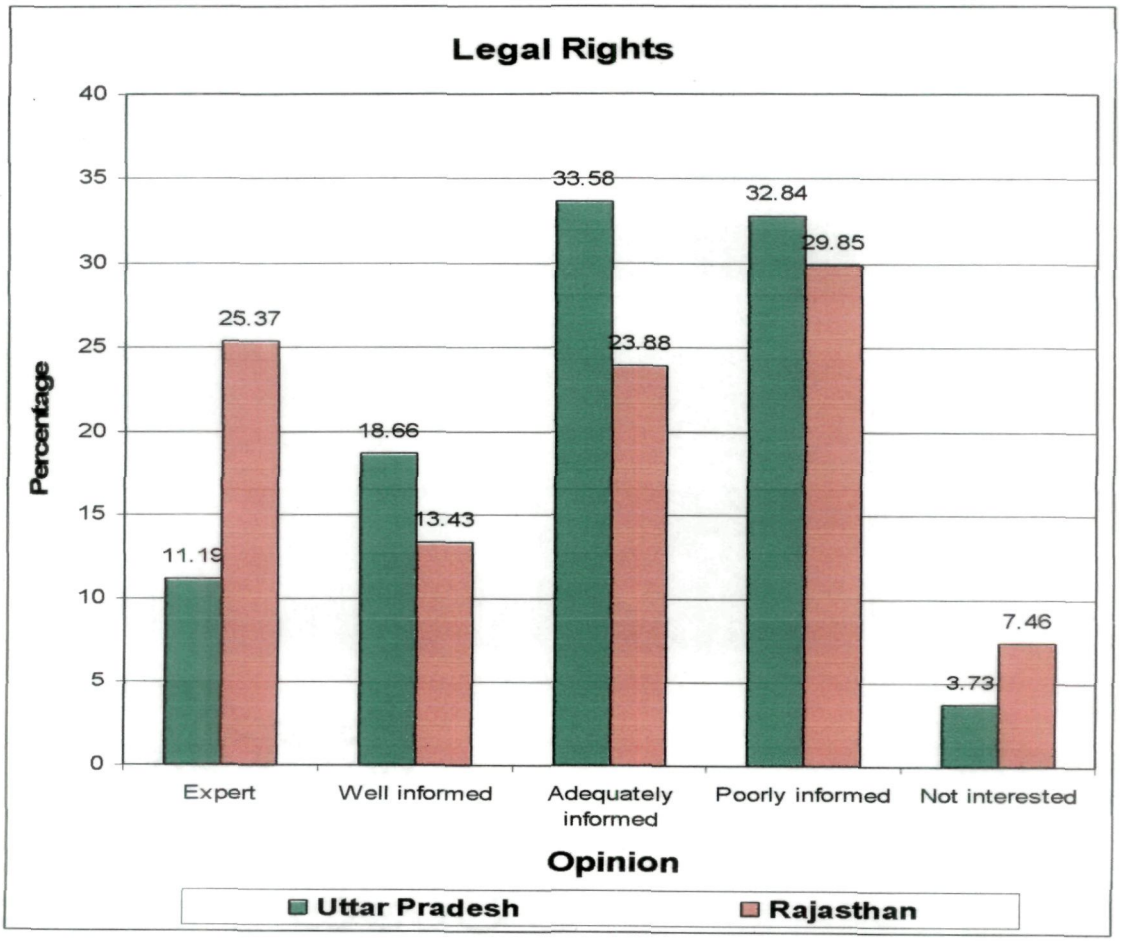
Table: 12 Legal rights

Opinion	UP		Rajasthan	
	Frequency	**%age**	**Frequency**	**%age**
Expert	15	11.19	17	25.37
Well informed	25	18.66	9	13.43
Adequately informed	45	33.58	16	23.88
Poorly informed	44	32.84	20	29.85
Not interested	5	3.73	5	7.46
Total	**134**	**100.00**	**67**	**100.00**

In Uttar Pradesh: Adequately informed were 33.58%, poorly informed were 32.84%, well informed were 18.66%, expert were 11.19%, and not interested were 3.73%.

In Rajasthan: poorly informed were 29.85%, experts were 25.37%, adequately informed were 23.88%, well informed were 13.43%, and not interested were 7.46%.

Figure 5.23: Legal Rights



Source: table 12

5.13.4 Welfare benefits entitlements: table 13 and figure number 5.24 indicates the level of date responses of the MLAs of UP and RAJ about the "Welfare benefits entitlements".

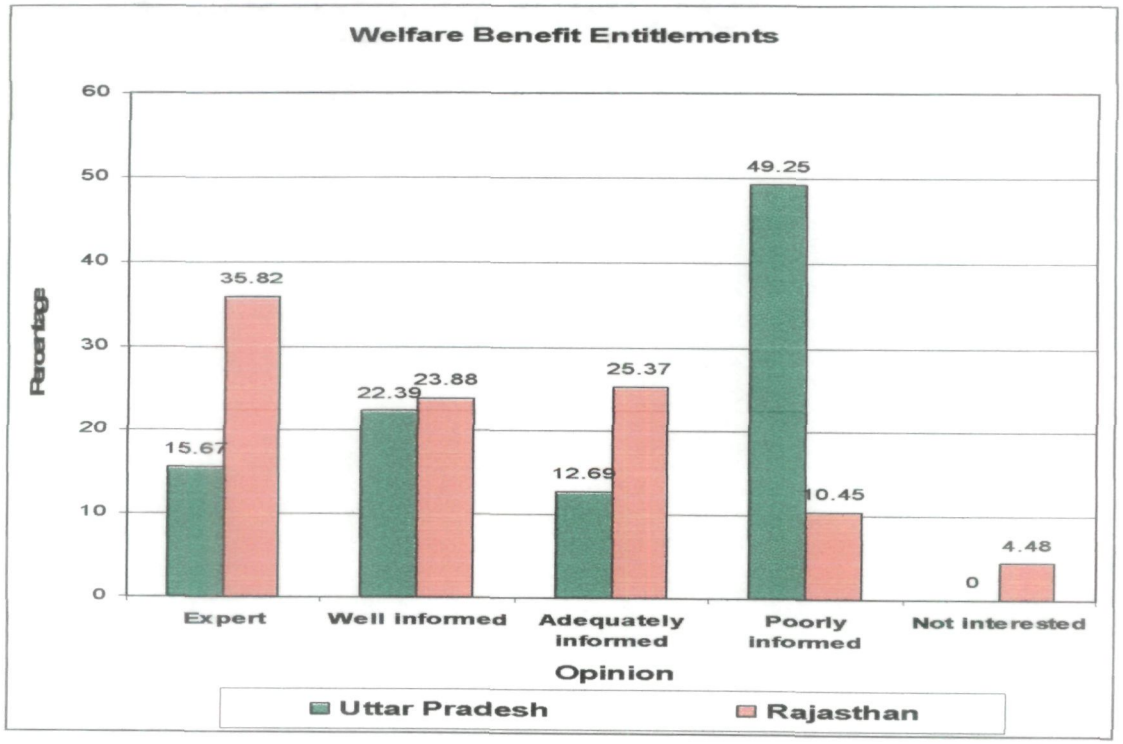
Table: 13 Welfare benefit entitlements

Opinion	UP		Rajasthan	
	Frequency	%age	Frequency	%age
Expert	21	15.67	24	35.82
Well informed	30	22.39	16	23.88
Adequately informed	17	12.69	17	25.37
Poorly informed	66	49.25	7	10.45
Not interested	0	0.00	3	4.48
Total	**134**	**100.00**	**67**	**100.00**

In Uttar Pradesh: poorly informed were 49.25%, well informed were 22.39%, experts were 15.67%, and adequately informed were 12.69%.

In Rajasthan: expert were 35.82 %, adequately informed were 25.37 %, well informed were 23.88%, poorly informed were 10.45% and not interested were 4.48%.

Figure 5.24: Welfare benefit entitlements



Source: table 13

5.13.5 Equal Rights and Discrimination: table 14 and figure number 5.25 indicates the responses of the MLAs of UP and RAJ as than about "Equal Rights and Discrimination" how well they say they are informed.

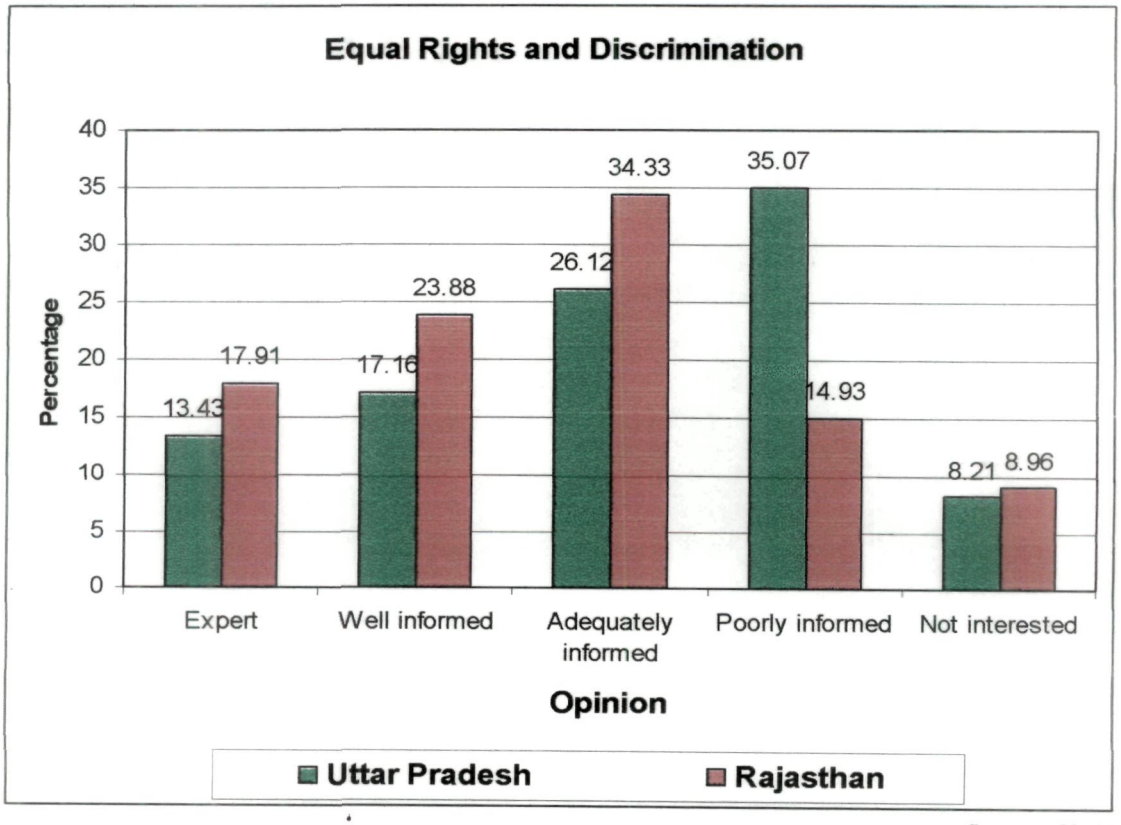
Table: 14 Equal Rights and Discrimination

Opinion	UP		Rajasthan	
	Frequency	%age	Frequency	%age
Expert	18	13.43	12	17.91
Well informed	23	17.16	16	23.88
Adequately informed	35	26.12	23	34.33
Poorly informed	47	35.07	10	14.93
Not interested	11	8.21	6	8.96
Total	**134**	**100.00**	**67**	**100.00**

In Uttar Pradesh: Poorly informed were 35.07%, adequately informed were 26.12%, well informed were 17.16 %, expert were 13.43 %, and not interested were 8.21 %.

In Rajasthan: adequately informed were 34.33%, well informed were 23.88 %, expert were 17.91 %, poorly informed were 14.93% and not interested were 8.96 %.

Figure 5.25: Equal Rights and Discrimination



Source: table 14

5.14 Freedom of Information:

Opinion on the right to information act:*An act to provide for setting out the practical regime of right to information for citizens to secure access to information under the control of public authorities, in order to promote transparency and accountability in the working of every public authority, the constitution of a central information commission and state information commissions and matters connected therewith or incidental thereto.

The right to information is expected to improve the quality of decision making by public authorities, in both policy and administrative matters, by removing unnecessary secrecy surrounding the decision making process. It would enable groups and individuals to be kept informed about the functioning of the decision making process as it affects them, and to know the kinds of criteria that are to be applied by government agencies in making these decisions. It is hoped that this would enhance the quality of participatory political democracy by giving all citizens further opportunity to participate in a more full and informed way in the political process. By securing access to relevant information and knowledge, the citizens would be enabled to assess government performance and to participate in and influence the process of government decision-making and policy formulation on any issue of concern to them. Government has implemented a Right to Information Act*, which should make it easier for the public to obtain official Government information. How important would you say Freedom of Information is?

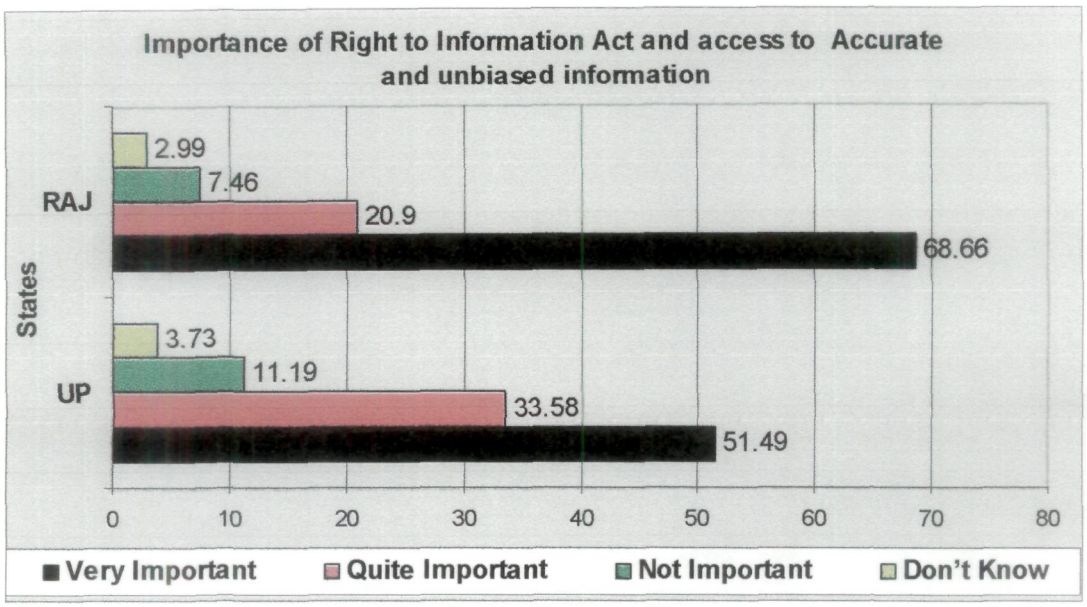
Table: 15

Importance of Right to Information Act and access to Accurate and unbiased information

Category	UP		Rajasthan	
	Frequency	%age	Frequency	%age
Very Important	69	51.49	46	68.66
Quite Important	45	33.58	14	20.90
Not Important	15	11.19	5	7.46
Don't Know	5	3.73	2	2.99
Total	**134**	**100.00**	**67**	**100.00**

Importance of Right to Information Act: Table 12 and figure number 5.26 shows Government have implemented a Right to Information Act, which should make it easier for the public to obtain official Government information. 51.49% respondents say "Very Important" in UP and 68.66% respondents say the same in Rajasthan. 33.58% respondents of UP and 20.90% Rajasthan feel it as "Quite Important". There are 11.19% of respondent UP and 7.46 Rajasthan who have voted "Not Important". Similarly 3.73% and 2.99 have said they "Don't Know".

Figure 5.26: Importance's of Right to Information Act



Source: table 15

5.15 Electronic information:

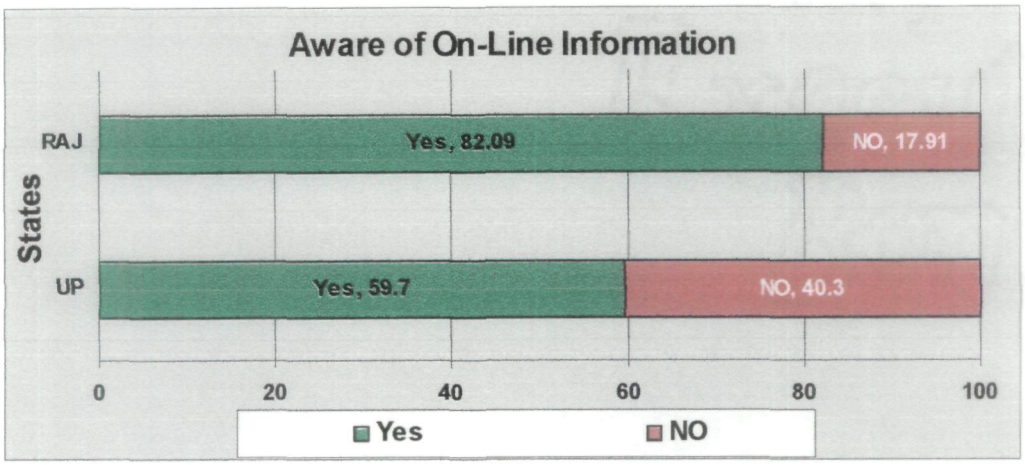
When they were asked 'are you aware that you can get on-line information, e.g. the Internet'. Below table 16 and figure 27 shows awareness of on-line information by the MLAs of UP and RAJ.

Table: 16 Aware of On-Line Information

Opinion	UP		Rajasthan	
	Frequency	%age	Frequency	%age
Yes	80	59.70	55	82.09
NO	54	40.30	12	17.91
Total	**134**	**100**	**67**	**100**

5.15.1 Awareness of on-line information: While a large majority of respondents (59.70% of UP & 82.09% of Rajasthan) is aware of access to electronic information via the Internet, a surprisingly low number of the respondents (26.12% of UP & 37.31 % Rajasthan) are able to access this information themselves see table16.1 above.

Figure 5.27: Aware of on-line information



Source: table 16

5.15.2 Able to access the information yourself: table 16.1 and figure number 5.28 show the level of the ability to access the information themselves. When the asked if YES, are you able to access the information yourself majority of them say no they are not capable to access the information themselves.

Table: 16.1

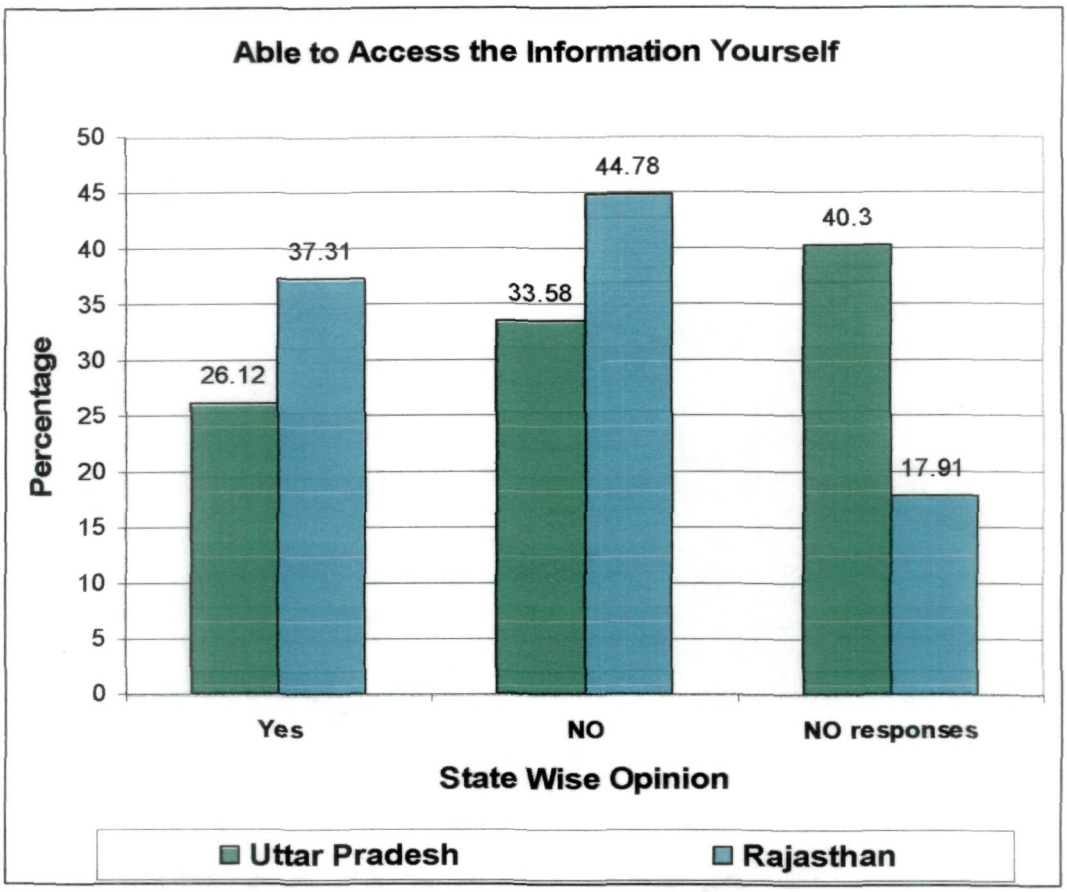
If YES, are you able to access the information yourself?

Opinion	UP		Rajasthan	
	Frequency	%age	Frequency	%age
Yes	35	26.12	25	37.31
NO	45	33.58	30	44.78
NO responses	54	40.30	12	17.91
Total	**134**	**100**	**67**	**100.00**

In UP: 40.30% gave no response, 33.58% say no and only 26.12% say yes.

In Rajasthan: 44.78% say no don't able to access themselves, 37.31% given yes response and only 17.91% gave no response. (See figure 5.28)

Figure 5.28: Able to access the information yourself



Source: table 16.1

5.16 Computerized information

Using electronic networks to access information about the Indian Union and state: The Government is also making more and more of its official information available by computer. The respondents MLAs were asked would you use a computer to obtain this information.

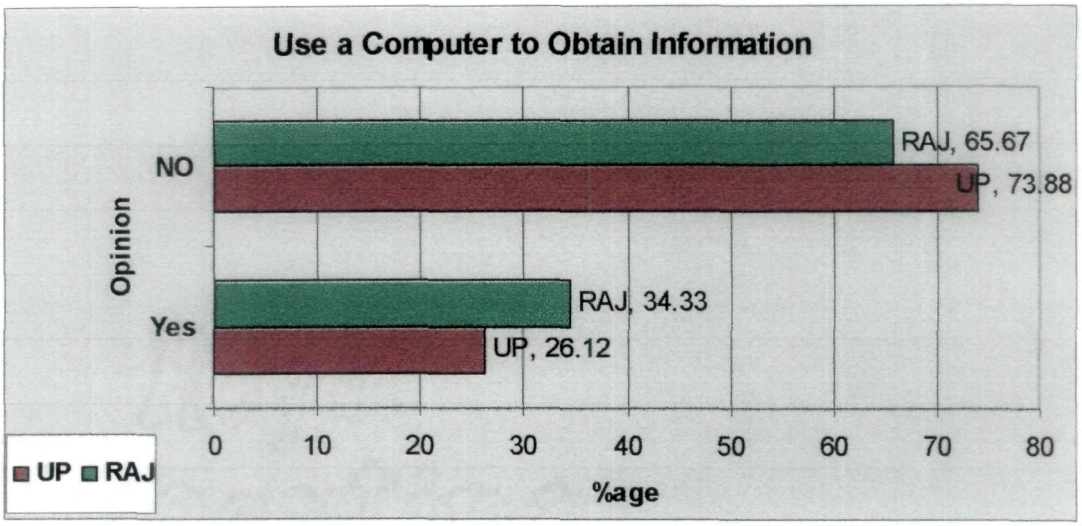
5.16.1 Use a Computer to Obtain Information: Table 17 and figure number 5.29 indicated that response level to the use of computer by the legislative assembly members of the UP and Rajasthan was only 26.12% of UP and 34.33% of Rajasthan MLAs as they have given 'Yes' to the use of computer. The 'No' response is highest in both the state respondents and more than 65% do not use computer for official information. This has shown the highest level of ignorance by the political leadership for "Official information available by computer". In the information age politician is lagging behind to use the computer for the official and work related problems.

Table: 17

Use a Computer to Obtain Information

Official information available by computer	UP		Rajasthan	
	Frequency	%age	Frequency	%age
Yes	35	26.12	23	34.33
NO	99	73.88	44	65.67
Total	**134**	**100**	**67**	**100**

Figure 5.29: Use a Computer to Obtain Information



Source: table 17

5.16.2 Ever used electronic networks: a question was asked 'ever used electronic networks'. Majority of them say no they not used the electronic networks ever, this shows the level of ignorance of MLAs.

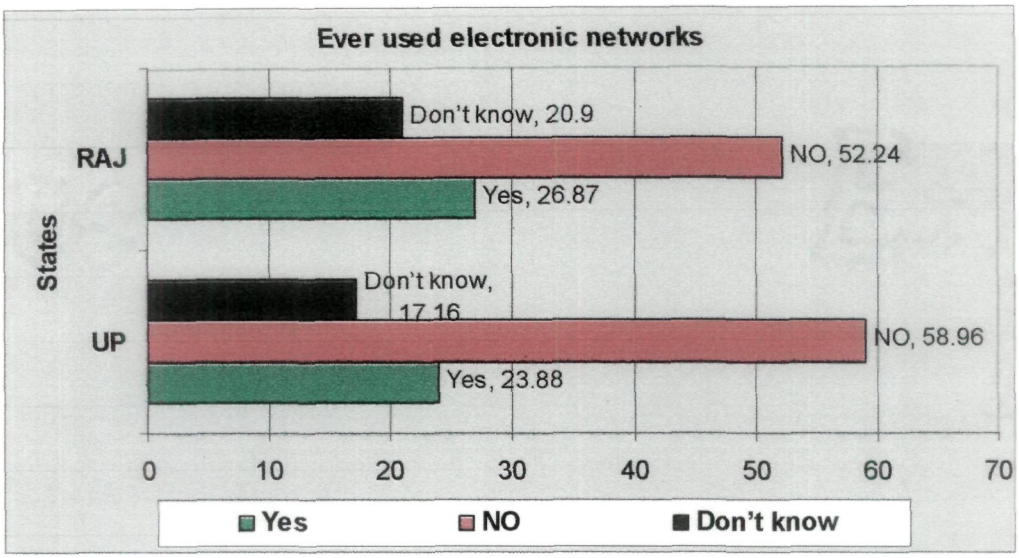
Table: 18

Ever Used Electronic Networks

Opinion	UP		Rajasthan	
	Frequency	%age	Frequency	%age
Yes	32	23.88	18	26.87
NO	79	58.96	35	52.24
Don't know	23	17.16	14	20.90
Total	**134**	**100**	**67**	**100**

Table 18 and figure number 5.30 indicates the 23.88% of UP and 26.87% of RAJ members stated that they had used electronic networks to access Indian states information, while 58.96% of UP and 52.48% of RAJ had not. However, it should be noted that in 'don't know' they are 17.16% of UP and 20.90% of RAJ MLAs.

Figure 5.30: Ever used electronic networks



Source: table 18

5.16.3 Use of electronic means to access Indian states information: A supplementary question asked respondents to indicate which web sites and databases had been used in the past table 18.1 and figure number 5.31 give this information.

Table: 18.1

Use of electronic means to access Indian states information

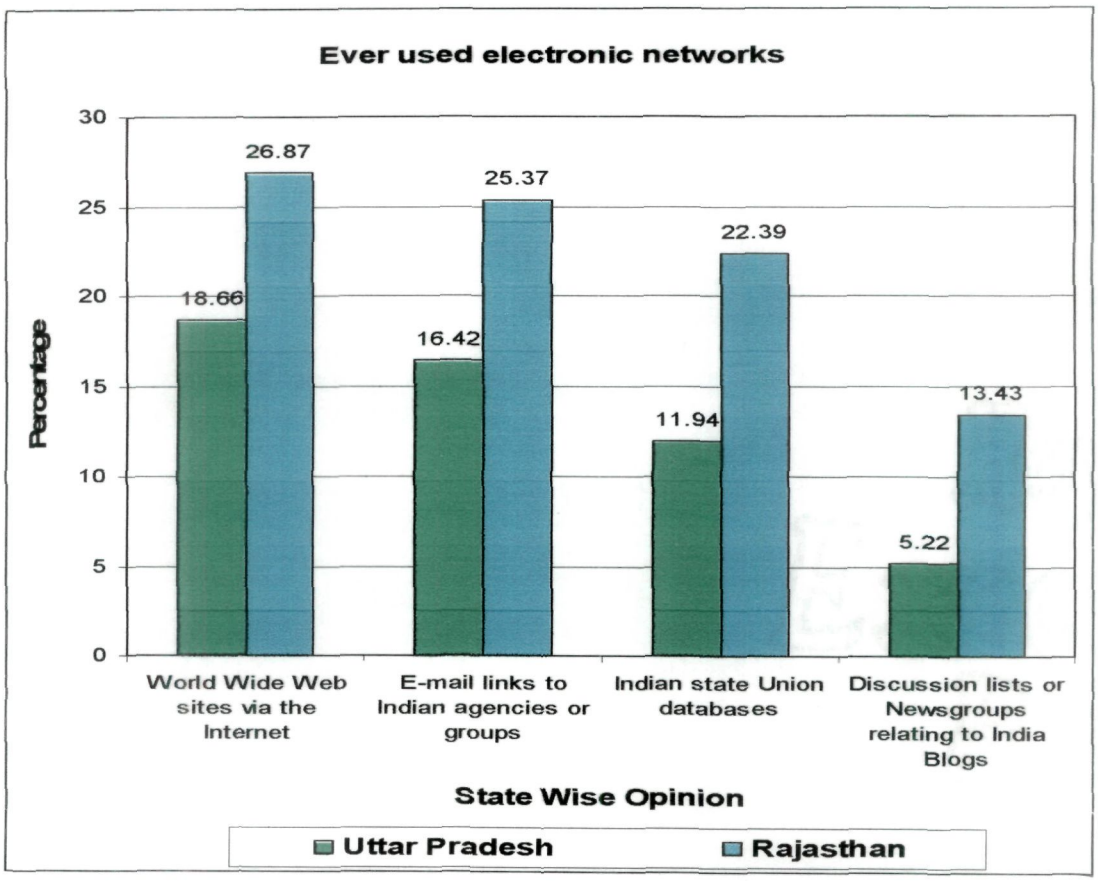
Ever used electronic networks	UP		Rajasthan	
	No of responses	%age	No of responses	%age
World Wide Web sites via the Internet	25	18.66	18	26.87
E-mail links to Indian agencies or groups	22	16.42	17	25.37
Indian state Union databases	16	11.94	15	22.39
Discussion lists or Newsgroups relating to India Blogs	7	5.22	9	13.43

Only 18.66% of UP and 26.87% of RAJ respondents could name a database or web site. 16.42% of UP and 25.37% of RAJ say they have used 'E-mail links to

Indian agencies or groups'. While the 'Indian state Union databases' was cited by 11.96% of UP and 22.39% of RAJ respondents and for 'Discussion lists or Newsgroups relating to India Blogs' 5.22% of UP and 13.43% of RAJ members have responded.

However it must also be recognized that if respondents have no experience of IT knowledge, then they may be unaware of the potential benefits that might accrue from popularity of the Internet. Although only a minority of respondents had used electronic networks, it was interesting to note the relative popularity of the Internet with more than a third of all respondents.

Figure 5.31: Use of electronic networks



5.17 Best source of information about the Indian state:

Which of the following would you describe as the best source of information about the Indian Union? Table 19 and figure no 5.32 shows the best source of information about the Indian state in the eyes of MLAs of two major states of India.

The questionnaire then went on to determine which of a range of given media or agencies were considered to be the best source of information on Indian states (see

Table 19). The most frequently mentioned source was newspapers (23.88% of UP and 32.04% of RAJ respondents) while television/radio were also preferred by a significant number (22.39% of UP and 19.40% of RAJ). Other options were chosen very infrequently and it is in particular interesting to note how few respondents felt that political parties or government departments were good sources. The relatively low standing of Special representative groups is also significant.

Table: 19

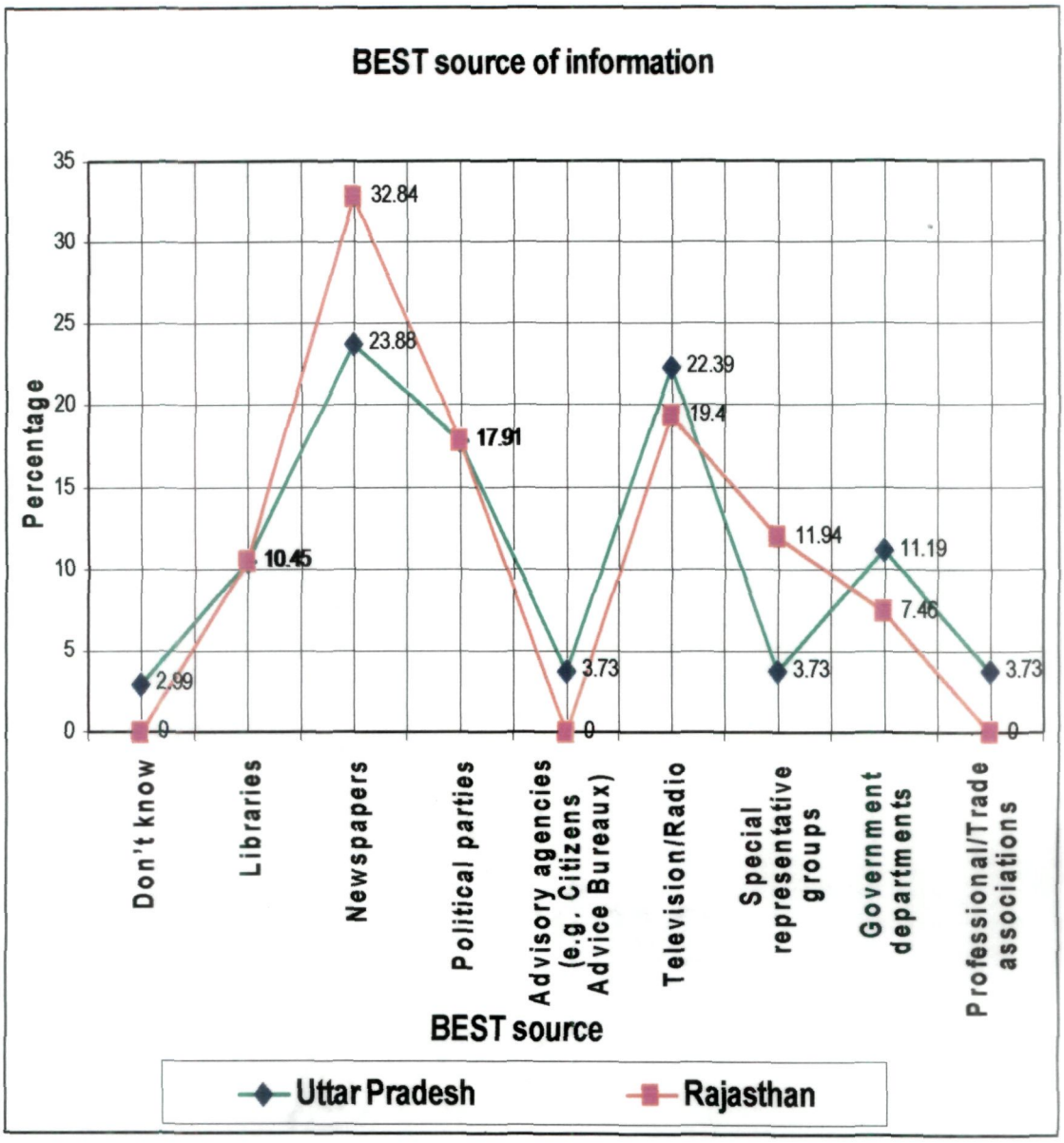
Best source of information

S. No.	Best source of Information	UP		Rajasthan	
		Frequency	%age	Frequency	%age
1	Don't know	4	2.99	0	0
2	Libraries	**14**	10.45	7	10.45
3	Newspapers	32	23.88	22	32.84
4	Political parties	24	17.91	12	17.91
5	Advisory agencies (e.g. Citizens Advice Bureaux)	5	3.73	0	0
6	Television/Radio	30	22.39	13	19.40
7	Special representative groups	5	3.73	8	11.94
8	Government departments	15	11.19	5	7.46
9	Professional/Trade associations	5	3.73	0	0
Total		**134**	**100.00**	**67**	**100.00**

In UP: best sources of information for MLAs was 'newspapers' 23.88%, followed by less than one percent by 'Television/Radio' at 22.39%, then 17.91% said political party, 11.19% give this status to 'Government departments', 10.45% say 'libraries' is best source, 3.73% say 'Advisory agencies (e.g. Citizens Advice Bureaux)'and Special representative groups, Professional/Trade associations' where as 2.99% say they don't know the best sources of in formation about the India union of states.

In Rajasthan: The MLAs view for the best sources of information, as both table 19 reveals, and comparative figure no 5.32 with UP respondents shows. Highest response goes to newspaper 32.84%, Television/Radio come reatat 19.40%, Political parties are 17.91%, Special representative groups are 11.94%, Libraries are 10.45%, and Government departments are 7.46%.

Figure 5.32: Best source of information



5.18 Conclusion: Despite the small sample of respondents and the acknowledged limitations of the questionnaire approach which have been discussed very fully above, it is felt that a sufficient body of data has been gathered to allow some meaningful theories to be developed from the results of the survey. Respondents provided appropriate and full answers to the questions set and the questionnaire is, therefore, held to be a valid and fit data collection tool. Through a comparative study of the two state *MLAs*, the present research set out to explore information seeking behavior which had validity and merit, and sought to investigate upon which aspects of service, such a policy might focus.

The survey results demonstrate that the MLAs respond to value information highly in a political context and that they search for and use a wide range of categories in the context of their legislative, national duties and, to a lesser extent, personal lives.

In this chapter researcher drew the tables and analyzed and interpreted on the basis of questionnaire structure and responses, in the perspective of the objectives and hypotheses the study had. Total number of 19 tables and 32 figures were drawn in this chapter. The data gathered for this evaluation and discussed in this chapter provided ideas for recommendations for improving the perception of MLAs within the information need Studies. These recommendations will be fully discussed and explained in chapter six. After the recommendations for improving perception are outlined, recommendations for future research will be offered. The purpose of this chapter was to analyze the data gathered in response to the research questions developed in consultation with the politicians. However, the researcher through this evaluation believes that MLAs must assess themselves in terms of strengths and weaknesses related to them.

References

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3. Clark, M. S. (1983), "Some implications of close bonds for help-seeking", In B. M. DePaulo, A. Nadler & J. D. Fisher (Eds.), *New directions in helping (Vol. 2)*, Academic Press, New York.(as quoted in Wills (1991) Op.cit 4)
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Chapter-VI

Conclusion

Chapter-VI

Conclusion: Testing of Hypothesis, Findings and Suggestions

6.1 Introduction: In this chapter researcher has carried out the Testing of hypotheses on the basis of the previous chapters: data analysis interpretation and presentation in the perspective of the methodology and objective of the study. On the basis of review of related studies and testing of hypotheses, researcher also applied the tools and techniques of statistics in findings, recommendations, suggestion and for further study. This study sought to examine the "Information Seeking Behavior of the Members of Legislative Assembly of Uttar Pradesh and Rajasthan: A comparative study". ISB is likely to differ from one discipline to another and between the level or status, such as academic and nonacademic environments.

However, an Information System including Library has the primary responsibility to reach an optimum level of requirement so as to be capable of handling the complex information needs and demands of the users. Overall it is a strongly established fact that information system is the life blood of both an academic and a nonacademic environment, so it is to be strengthened for information provision and to create important avenues of information circulation within the academic and nonacademic worlds.

6.2 Testing of hypotheses: Hypotheses of the Study have been designed on assumption that the MLAs of the two Indian states are not competent enough in information seeking behavior and assessment of information for political activity and needs.

6.2.1 Use of Analytical Tools: The common statistical tools that have been used for the analysis and interpretation are: Minimum, Maximum, Mean of frequency, HARMEAN, Median, AVEDEV, Kurtosis, and Coefficient of Variance Percentage, Standard Deviation, CAGR, Considering the technical nature of certain analysis, the researcher has applied two important statistical tools that have been frequently repeated for better interpretation these are:

a) Skewness

Skewness characterizes the degree of asymmetry of a distribution around its mean. Positive skewness indicates a distribution with an asymmetric tail extending toward more positive values. Negative skewness indicates a distribution with an asymmetric tail extending toward more negative values. The present study considered the test of

skewness for analysis of degree of flow from positive response to negative response and vice versa. The measures of skewness have substantiated the test of relationship between responses of the two Indian state legislative assembly members and to clarify the Chi square test for goodness of fit .The equation applied for skewness is defined as:

Coefficient of Skewness= Mean-M ode/Standard deviation

Another method of skewness is for univariate data Y1, Y2, ...Yn, the formula for Coefficient of *Skewness* is

$$skewness = \frac{\sum_{i=1}^{N}(Y_i - \bar{Y})^3}{(N-1)s^3}$$

Where $\bar{Y}$ is the mean, S is the standard deviation, and N is the number of data points The skewness for a normal distribution is zero, and any symmetric data should have skewness near zero. Negative values for the skewness indicate data that are skewed left and positive values for the skewness indicate data that are skewed right By skewed left, we mean that the left tail is long relative to the right Tail Similarly, skewed right means that the right tail is long relative to the Left tail. Some measurements have a lower bound

b) The Chi-Square Test: In probability theory and statistics, the chi-square distribution (also chi-squared or $\chi 2$ distribution) is one of the most widely used theoretical probability distributions in inferential statistics. Reasonable assumptions, easily calculated quantities can be proven to have distributions that approximate to the chi-square distribution if the null hypothesis is true. The best-known situations in which the chi-square distribution is used are the common chi-square tests for goodness of fit of an observed distribution to a theoretical one, and of the independence of two criteria of classification of qualitative data. However, many other statistical tests lead to a use of this distribution.

The *chi-square* statistic for an experiment with k possible outcomes, performed n times, in which $Y_1, Y_2, \ldots Y_k$ are the number of experiments which resulted in each possible outcome, with probabilities of each outcome $p_1, p_2, \ldots p_k$ is:

b)
$$\chi^2 = \sum_{1 \le s \le k} \frac{(Y_s - np_s)^2}{np_s}$$

X^2 will be larger to the extent that the observed results diverge from those expected by chance. The probability Q that a X^2 value calculated for an experiment with d degrees of freedom (where $d=k-1$, one less the number of possible outcomes).

HO1-The null hypothesis (H_0) assumes that the select state "Members of Legislative Assembly" of U.P. and Rajasthan have not been aware of political information needs and have not clearly defined their information problems; however the alternate hypothesis surmises that there are clearly defined information problems, when there is requirement for information.

Based on the Source table 2 'Requirements of Information', table 6.1 shows the statistical analysis and interpretation of the 'Requirements of Information'. In the interpretation of table 2 researcher' presents the response of question number 2 of the questionnaire about when there is requirement of information, in this question five variables were given and sixth was 'any other' multiple choice response was permissible.

Table: 6.1

Statistical Analysis of Requirements of Information

Test	Common	Result(Sources Table: 2)	
		UP	Rajasthan
Minimum		5.97	7.46
Max		70.89	83.58
Mean of frequency		35.67	41.79
HARMEAN	17.67		
Mode	22.39		
Median		18.66	22.39
AVEDEV		26.98	29.25
Kurt		-3.13	-2.76
StDev		31.2	34.1
Skewness		0.51	0.51
Chi-Square Test	Chi-Sq = 0.772 Degree of freedom @ 4, P-Value = 0.942		

(Chapter –V: Sources Table, 2)

If the value of the Chi-Square Test is more than the P value then the assumed hypothesis is true, if the value of the Chi-Square Test is less than the P value then the alternative hypothesis is accepted.

Researcher tested the hypothesis at the degree of freedom @ 4, P-Value = 0.942 and Chi-Sq = 0.772 i.e. P- value > Chi-Sq so the assumed hypothesis is rejected.

Maximum 70.89% of UP MLAs and 83.58% of RAJ MLAs' requirements of Information was for the purpose of "When preparing for legislative Assembly speeches, debates and questions" and minimum 5.97% of UP MLAs and 7.46% of RAJ MLAs said that the requirements of information were for the "Historical objections" purpose. Median is 18.66 of UP MLAs and 22.39 of RAJ MLAs, AVEDEV is 26.98 of UP MLAs and 29.25 of RAJ MLAs, StDev is 31.2 of UP MLAs and 34.1 of RAJ MLAs, Kurtosis is -3.13 of UP MLAs and -2.76 of RAJ MLAs, Skewness is 0.51of UP MLAs and 0.51 of RAJ MLAs and HARMEAN is 17.67% of both the state respondents.

Reason of rejection of the null hypothesis: The set of values for which we accept the alternative hypothesis, table of data analysis shows the negative result of null hypothesis.

HO2-The null hypothesis (H_0) assumes that the select state "Members of Legislative Assembly" of U.P. and Rajasthan have not been properly pursuing the information seeking behavior pattern to fulfill self needs; however the alternate hypothesis surmises that there is appropriate information seeking in congruence with users' needs.

Information from ministries and departments: researcher assumes the null hypothesis H02, according to the hypothesis UP and Rajasthan MLAs have not been properly pursuing the information seeking behavior pattern of self needs.

If the value of the Chi-Square Test is more than the P value then the assumed hypothesis is true.

Researcher tested the hypothesis at the degree of freedom @ 3, P-Value = 0.354, Chi-Sq = 3.252 i.e. P-Value < Chi-Sq so the assumed hypothesis is true. Level of data Skewness is 1.73 for UP and 1.18 for RAJ, Standard deviation of data level is 16.03 for UP and 17.50 for RAJ, CoefVar is 64.13 for UP and 70.01 for RAJ and Kurtosis is 3.20 for UP and 1.32 for RAJ. According to the source table 8, maximum level is 48.51% MLAs of UP and 49.25% MLAs of RAJ opinion about the 'seldom of the information seek' from ministries and departments, minimum level of data is 12 .69% MLAs of UP said that they "always" seek information and 8.96% MLAs of RAJ is given response to "never" seek information from ministries and departments. So the HO2 tested positive, MLAs are not active seekers of information see table 6.2.

Table: 6.2

Information from Ministries and Departments

Test	UP	Rajasthan
Minimum	12.69	8.96
Max	48.51	49.25
Mean of frequency	25	25
HARMEAN	19.69	17.22
Median	19.41	20.90
AVEDEV	11.75	12.31
Kurtosis	3.20	1.32
CoefVar	64.13	70.01
Skewness	1.73	1.18
StDev	16.03	17.50
Chi-Square Test	Chi-Sq = 3.252, Degree of freedom @ 3, P-Value = 0.354	

(Chapter –V: Sources Table, 8)

Reason of acceptance: The set of values has failed to reject the null hypothesis.

H03-The null hypothesis (H_0) presumes that the select "Members of Legislative Assembly" of U.P. and Rajasthan have not been aware about all the information sources available and a large number of MLAs are not utilizing the facilities and services available in assembly. In case the null hypothesis is disproved, the alternate hypothesis holds true that they are aware of the sources and utilizing them properly.

Table: 6.3

Awareness and Find the Assembly Library adequate

Test	Result (Sources Table: 7. 1)		
	Common	UP	Rajasthan
Minimum		26.87	23.88
Max		44.78	40.30
Mean of frequency	33.33		
HARMEAN	31.68		
Median		28.36	35.82
AVEDEV	6.97		
CoefVar		29.81	25.46
Skewness		1.69	-1.21
Stdev		9.94	8.49
Chi-Square Test	**Result** Chi-Sq = 1.167, Degree of freedom @ 2, P-Value = 0.558		

(Chapter –V: Sources Table, 7.1)

If the value of the Chi-Square Test is more than the P-value then the assumed hypothesis is true. Researcher tested this hypothesis at the degree of freedom @ 2, P-Value = 0.558, Chi-Sq = 1.167 i.e. P-Value < Chi-Sq so the assumed hypothesis is true. Level of Stdev data is 9.94 for UP and 8.49 for RAJ, CoefVar is 29.81 for UP and 25.46 for RAJ and level of Skewness is 1.69 for UP and -1.21 for RAJ. Maximum 44.78% of UP and 40.3% of RAJ MLAs said that they were aware of the services of the assembly library but the minimum 26.87% of UP and 23.88% of RAJ MLAs said that they didn't know the services of assembly library. (See table 6.3)

Reason of acceptance: The set of values has failed to reject the null hypothesis because the minimum 26% of MLAs do not know the services of the assembly library.

H04- The null hypothesis(H_0) assumes that the selected states "Members of Legislative Assembly" of U.P. and Rajasthan have not been aware of what sources and types of information are used to cope with their political problems; however the alternate hypothesis surmises that they know which and what information sources are the most appropriate.

Table: 6.4

Best source of information

Test	Result Best source of information	
	UP	**Rajasthan**
Minimum	2.99	00.00
Max	23.88	32.84
Mean of frequency	11.11	11.11
Median	10.45	10.45
Kurtosis	-1.46	0.43
Mode	3.73	--
Skewness	0.56	0.84
StDev	8.41	11.02
CoefVar	75.72	99.20
Chi-Square Test	Chi-Sq = 13.798 Degree of freedom @ 8 P-Value = 0.087	

(Chapter –V: Sources Table, 19)

According to the source table 19 about the best source of information, the maximum 32.84% MLAs of Rajasthan and 22.38% of UP MLAs say their best source of information is "Newspapers" and minimum 2.99% of UP MLAs say they "Don't know" their best source of information. Frequency of Mean lies between 11.11 of

both the states respondents' opinions for the best sources of information. Mode is 3.73 for MLAs of UP shows that their view about Advisory agencies (e.g. Citizens Advice Bureaux) and special representative groups and professional/trade associations.

If the value of the Chi-Square Test is more than the P value then the assumed hypothesis is true. Researcher tested this hypothesis at the degree of freedom @ 8, P-Value = 0.087 Chi-Sq = 13.798 i.e. P-Value < Chi-Sq so the assumed hypothesis is true. Median is 10.45 for UP MLAs and 10.45 for RAJ MLAs, AVEDEV is 26.98 for UP MLAs and 29.25 for RAJ MLAs, StDev is 8.41 for UP MLAs and 11.02 for RAJ MLAs, Kurtosis is -1.46 for UP MLAs and 0.43 for RAJ MLAs, Skewness is 0.56 for UP MLAs and 0.84 for RAJ MLAs and HARMEAN is 17.67 for both the state respondents. (See table 6.4).

Reason of acceptance: The set of values has failed to reject the null hypothesis.

H05- The Null hypothesis (H_0) of the study assumes that in the select state legislative assembly most of the users have never used electronic networks and have not visited any other libraries for political purpose, in accordance with the needs of the users. However, the alternate hypothesis will be accepted in case the null hypothesis is disapproved.

According to the sources table (Sources Table: 7.2and 18) analyses of the data is to find out the result of the applied hypothesis H05 'never used electronic networks and never visit any other libraries', so to prove this hypothesis H05, below is presented statistical analysis of the two tables and the applied Chi-Square Test.

Table: 6.5 Visit other libraries for information

Opinion	UP n_1=134		Rajasthan n_2 = 67	
	No of responses	%age	No of responses	%age
Yes	36	26.87	28	41.79
NO	98	73.13	39	58.21
Chi-Square Test	Result			
	Chi-Sq = 4.585 Degree of freedom @ = 1, P-Value = 0.032			

(Chapter –V: Sources Table, 7. 2)

If the value of the Chi-Square Test is more than the P value then the assumed hypothesis is true. Researcher tested this hypothesis at the degree of freedom @ 1, P-

Value = 0.032, Chi-Sq = 4.585 i.e. P-Value < Chi-Sq thus the assumed hypothesis is true. Only minimum 26.87% of UP and 41.79% of RAJ MLAs say they visit other libraries for information, maximum number of both the state respondents say they don't visit other libraries for information. (See table 6.5).

Table 6.6: Ever Used Electronic Networks

Test	Result (Sources Table: 18)		
	Common	**UP**	**Rajasthan**
Minimum		17.2	20.90
Max		59.0	52.24
Mean of frequency	33.33		
HARMEAN	27.11		
Median		23.9	26.86
AVEDEV		17.08	12.60
CoefVar		67.34	49.93
Skewness		1.56	1.49
StDev		22.45	16.64
Chi-Square Test	Chi-Sq = 0.853, Degree of freedom @ 2, P-Value = 0.653		

(Chapter –V: Sources Table, 18)

The above table 6.6 shows the statistical analysis of various tools applied; if the value of the Chi-Square Test is more than the P-Value then the assumed hypothesis is true. Researcher tested this hypothesis at the degree of freedom @ 2, P-Value = 0.653, Chi-Sq = 0.853 i.e. P-Value < Chi-Sq refers the assumed hypothesis is true. Level of StDev data is 22.45 for UP and 16.64 for RAJ, CoefVar is 67.34 for UP and 49.93 for RAJ and level of Skewness is 1.56 for UP and 1.49 for RAJ. Maximum 59% of UP and 52.4% of RAJ said they have not 'Ever used electronic networks' but the minimum 17.16% of UP and 20.90% of RAJ say that they 'don't know'. (See table 6.6).

Reason of acceptance: The set of values has failed to reject the null hypothesis, table data analysis shows the positives result of hypothesis.

H06- The Null hypothesis (H_0) of the study assumes that in the select state legislative assembly most of the members are not aware about computer use and

services etc. in accordance with the needs of the users. However, the alternate hypothesis will be accepted in case the null hypothesis is disapproved.

Table: 6.7 Use a Computer to Obtain Information

Use a Computer	UP n_1=134		Rajasthan n_2 =67	
	No of responses	%age	No of responses	%age
Yes	35	26.12	23	34.33
NO	99	73.88	44	65.67
Chi-Square Test	Result			
	Chi-Sq = 1.466, Degree of freedom @ 1, P-Value = 0.226			

(Chapter –V: Sources Table, 17)

According to the present hypothesis H06, which tells the story of the ICT literacy, most of the users are not aware about computer use and services etc. The H06 is proved through the use of chi-square test on the basis of above table 'Use a Computer to Obtain Information'. Only 26.12% number of UP and 34.33% of RAJ MLAs say they are using computer to obtain information and maximum 73.88% of UP and 65.67% of RAJ MLAs said they are not aware of computer uses. Researcher tested this hypothesis at the degree of freedom @ 1, P-Value = 0.226, Chi-Sq = 1.466 i.e. P-Value < Chi-Sq so the assumed hypothesis is true. This hypothesis is true because if the value of the Chi-Square Test is more than the P-Value then the assumed hypothesis is true. (See table 6.7).

Reason of acceptance: The set of values has failed to reject the null hypothesis, drawing from the Information Literacy Competency Standards for MLAs.

H07- The Null hypothesis (H_0) of the study assumes that owing to the dearth of knowledge/facilities, large numbers of users are not aware and are not using internet facility in the legislative assembly to keep up-to-date; however, the alternate hypothesis accepts the wide applicability of IT in the information seeking behavior.

Table: 6.8 Able to Access the Information Themself

Test	Result (Sources Table: 16.1)		
	Common	**UP**	**Rajasthan**
Minimum		26.12	17.91
Max		40.30	44.78
Mean of frequency	33.33		
Median		33.58	37.31
CoefVar		21.28	41.61
Skewness		-0.16	-1.18
StDev		7.09	13.87
Chi-Square Test	Chi-Sq = 10. 193, Degree of freedom @ 2, P-Value = 0.006		

(Chapter –V: Sources Table, 16.1)

According to the hypothesis H07 large numbers of user are not aware and are not using internet facility in the legislative assembly to keep up-to-date. Researcher tested this hypothesis at the degree of freedom @2, P-Value = 0.006, Chi-Sq = 10. 193 i.e. P-Value < Chi-Sq so the hypothesis is true.

Level of skewness also tells the story of negative approach of MLAs towards the internet awareness which is -0.16 for UP and -1.18 for RAJ. Level of StDev data is 7.09 for UP and 13.87 for RAJ, CoefVar shows the same way of the above statistical analysis which is 21.28 for UP and 41.61 for RAJ.

Maximum 40.30% of UP MLAs gave 'No responses' and 44.78% of RAJ MLAs say they are not able to access the information but minimum 26.12 % of UP MLAs say they can access and 17.91% of RAJ MLAs gave 'No responses'. (See table 6.8).

Reason of acceptance: The set of values failed to reject the null hypothesis. The study shows that most of the users are not aware and do not use internet facility in assembly because they are not provided ICT training. Thus, this hypothesis has also become true.

6.3 Finding of the study:

Based on the analysis of the survey the following findings are arrived at. The goal of this investigation was to find out whether there are common patterns of information seeking among the two Indian states MLAs as political professionals.

A. Perception of Information: researcher asked a question in this section of questionnaire as to how do you perceive information, four variables were given to the respondents with multiple choice option. Sources table: On the basis of table 1, it appears that minimum seekers of information had been 52.24% of UP MLAs and 64.18% of RAJ MLAs perceive information as "All items in newspapers, radio and TV" and Maximum 85.07% of UP MLAs and 91.04% of RAJ MLAs perceive information as "All items in Government publications, circulars, reports and pamphlets".

Table: 6.9

Statistical analysis of Perception of Information

Test	Result (Sources Table: 1)		
	Common	**UP**	**Rajasthan**
Minimum		52.24	64.18
Max		85.07	91.04
Mean of frequency		67.16	75.75
HARMEAN	69.05		
Median		65.67	73.88
Mode			64.18
AVEDEV		11.94	11.57
StDev		14.82	13.70
Kurtosis		-2.44	-4.57
Skewness		0.39	0.25

(Chapter –V: Sources Table, 1)

Frequency of Mean lies between 67.16 for UP and 75.75 for RAJ MLAs. Mode of the information used is 64.18 for RAJ MLAs about the media of information seeking behaviors. Median is 65.67 for UP MLAs and 73.88 for RAJ MLAs, AVEDEV is 11.94 for UP MLAs and 11.57 for RAJ MLAs, StDev is 14.82 for UP MLAs and 13.70 for RAJ MLAs, Kurtosis is -2.44 for UP MLAs and -4.57 for RAJ MLAs, Skewness is 0.39 for UP MLAs and 0.25 for RAJ MLAs (See table 6.9).

B. Requirements of Information: Based on the source table 2 "Requirements of Information", In the interpretation of table 2 researcher presents the response of question 2 of the questionnaire about 'when there is requirement of information', in this question five variables were given and sixth was 'any other' multiple choice

responses were permissible. Following statistical analysis is a finding of the table 2 responses of MLAs. Minimum 5.97% of UP MLAs and 7.46% of RAJ MLAs say the requirements of information, for the "Historical objections" purpose and Maximum 70.89% of UP MLAs and 83.58% of RAJ MLAs requirements of Information for the purpose of "When preparing for legislative Assembly speeches, debates and questions".

The MLAs, therefore, in order to make correct analyses and useful contributions to debates undertaken in assembly, need the right information at the right time. Inadequate and delayed information leads to subjective assessment of the facts crucial to intelligent decision making. Wrong information on the other hand would lead to dangerous and wrong conclusions which would in turn adversely affect legislative decisions. The majority of the respondents said they need information most when preparing for legislative debate. This is in order. What is disturbing is the rather low rating given to information for the 'historical objection'. It is expected that since their constituents elected the MLAs, they would show a little bit more concern for their information needs.

C. Types of information sought in the past: according to the sources table 3 multiple response option was available to the answers. Drawing the analysis on the basis of sources table 3 we find. Maximum 90.3% MLAs of UP and 86.57% of MLAs of RAJ wanted information in the past and Minimum 22.39% of UP MLAs and 17.91% of RAJ MLAs needed of information in the past.

Table: 6.10 Statistical Analysis of Information Sought In The Past

Test		Result(Souses Table: 3)	
	Result	**UP**	**Rajasthan**
Minimum		22.39	17.91
Max		90.3	86.57
Mean of frequency		54.36	54.29
HARMEAN	46.15		
Median		50.38	54.48
MODE		48.51	86.57
AVEDEV		17.10	16.85
Skewness		0.25	0.03
StDev		20.78	20.16

(Chapter –V: Souses Table, 3)

Frequency of mean 54.36 of UP and 54.29 of RJA, Median is 50.38 of UP and 54.48 of RJA, MODE is 48.51 of UP and 86.57 of RJA, AVEDEV is 17.10 of UP and 16.85 of RJA, SKEW is 0.25 of UP and 0.03 of RJA, StDev is 20.78 of UP and 20.16 of RJA, HARMEAN is 46.15 of data level of both the state MLAs responses demand of information in the past.

Maximum 90.3% of UP MLAs and 86.57% of RAJ MLAs wanted information in the past about the 'Local Area Development' and 'Crime and Security' respectively and minimum want of information in the past was about 'Business opportunities' by the MLAs of UP and 'Environmental information' by the RAJ MLAs but the mode of information wanted in the past by UP MLAs was 1.Education 2. Health and Safety at work 3. Health care, and for RAJ MLAs the Mode were 1.Local area development 2. Crime and security, (See table 6.10).

D. Predicted information needs: according to the sources table 3.1 multiple response option was available for the answers. Many of those in assembly do not know what they need to know, cannot possibly know everything that they need to know, and frequently cannot predict what they will need.

Table: 6.11

Statistical analyses of Predicted information needs

Test	Result (Sources Table 3.1)		
	Common	UP	Rajasthan
Minimum		33.58	29.85
Max		100.00	97.01
Mean of frequency		69.47	70.65
HARMEAN	63.61		
Median		67.17	69.41
AVEDEV		15.61	16.21
MODE		86.57	67.16
Skewness		0.00	-0.64
StDev		18.17	20.66

(Chapter –V: Sources Table, 3.1)

Maximum (all)100% of UP MLAs say they will want information in the future on the subject ' Local Area Development' and 97.01% of RAJ MLAs about 'Citizens'

rights', Minimum 33.58% of UP MLAs say they want information on 'Business opportunities' and 29.85% of RAJ MLAs want 'Environmental information', Frequency of mean is 69.47 of UP MLAs and 70.65 of RAJ MLAs, HARMEAN 63.61 of both the state respondents, Median 67.17 of UP MLAs and 69.41 of RAJ MLAs, AVEDEV is 15.61 of UP MLAs and 16.21 of RAJ MLAs, Mode is 86.57 of UP MLAs and 67.16 of RAJ MLAs, level of the data SKEW is 0.00 of UP MLAs and -0.64 of RAJ MLAs, StDev was 18.17 of UP MLAs and 20.66 of RAJ MLAs(See table 6.11).

E. Past Vs Future information demand Differenced: according to the tables number 3.2 and 3.3 of chapter 5. Minimum 2.44% MLAs of UP say they have need of more information in the future and maximum 44.78% of Rajasthan MLAs and 31.34% of UP MLAs given their opinion about need of information more in the future particularly about the "Social Security Benefits" and "Technology & Communications".

Table: 6.12 Statistical analysis of

Past Vs Future Differenced Information Demand

Test	Result (sources table: 3.2 and 3.3)	
	UP	Rajasthan
Minimum	2.24	0.00
Max	31.34	44.78
Mean of frequency	15.08	16.36
Median	14.93	14.18
AVEDEV	5.34	10.38
Kurtosis	0.03	-0.23
MODE	14.93	5.97
Skewness	0.30	0.66
StDev	6.93	12.71

(Chapter –V: Sources table,3.2 and 3.3)

Mean of frequency 15.08 of UP MLAs and 16.36 of RAJ MLAs, Median and 14.93 of UP MLAs 14.18 of RAJ MLAs, AVEDEV 5.34 of UP MLAs and 10.38 of RAJ MLAs, Kurtosis 0.03 of UP MLAs and,-0.23 of RAJ MLAs, MODE 14.93 of UP MLAs and 5.97 of RAJ MLAs, Skewness 0.30 of UP MLAs and 0.66 of RAJ MLAs

and StDev 6.93 of UP MLAs and 12.71 of RAJ MLAs Differenced was (See table 6.12).

Comparative difference of Uttar Pradesh and Rajasthan past vs future prospective information use average information use difference calculation. **Past:** In Uttar Pradesh Past information users: 54.36 Average percentages but in the Rajasthan Past information users: 54.29%. So only 0.07% of the average used less information in Rajasthan.

Future: in the future prospective uses in the Uttar Pradesh Future information users: 69.47 Average percentages comparative to Rajasthan Future information users: 70.65%. So in the Uttar Pradesh 1.18 less Average percentage demands information for the future. The need to know comprehensively all the information in their political subject seems to be the strongest motivating factor for seeking information by the politician.

F. Reasons of information use: Past reasons and Predicted reasons

According to the sources tables: 3.4 and 3.5 respondents were asked to indicate (from a list of reasons sixteen variables) the reasons why they had wanted political information in the past and respondents were also asked to predict the reasons why they might want information in the future on the basis of multiple choice option.

Table: 6.13

Past Reasons and Predicted Reasons

Test	Past reasons Result (Sources Table: 3.4)		Predicted reasons Result (Sources Table: 3.5)	
	UP	Rajasthan	UP	Rajasthan
Minimum	11.94	23.88	7.46	14.93
Max	86.57	94.03	90.30	94.03
Mean of frequency	48.88	61.85	51.40	61.01
Mode	48.51	41.79	41.04	--
Median	65.50	43.00	55.97	65.67
Kurtosis	-0.81	-1.26	-0.05	0.25
Skewness	-0.19	-0.23	-0.55	-0.70
StDev	22.94	22.64	23.23	20.65
CoefVar	46.93	36.60	45.20	33.85

(Chapter –V: Sources Table, 3.4 and 3.5)

Past reasons: maximum past reason given by 86.57% of UP MLAs and 94.03% of RAJ MLAs was 'voting behavior' and Minimum reason given by 11.94% of UP

MLAs was 'family' and 23.88% of RAJ MLAs given the reason "For work with a representative/interest group" . Frequency of mean lies between 48.88 of UP MLAs and 61.85 of RAJ MLAs, Median 65.50 was of UP MLAs and 43.00 was of RAJ MLAs Kurtosis and Skewness both were in the negative, Kurtosis -0.81 of UP MLAs and -1.26 of RAJ MLAs and Skewness -0.19 of UP MLAs and -0.23 of RAJ MLAs, StDev 22.94 of UP MLAs and 22.64 of RAJ MLAs and CoefVar 46.93 of UP MLAs and 36.60 of RAJ MLAs. Mode of past reason given by 48.51 of UP MLAs was about the 1. Political reasons 2. For administrative purpose 3. Health reasons and 41.79 of RAJ MLAs given two mode of reason 1.For publication 2. Family & personal reasons (See table 6.13).

Predicted reasons: Maximum predicted reason given by 90.30% of UP MLAs and 94.03% of RAJ MLAs was 'voting behavior' and Minimum7.46% of UP MLAs given 'Family personal reasons' and 14.93 of RAJ MLAs given 'Religious reasons'. Frequency of mean lies between 51.40% of UP MLAs and 61.01% of RAJ MLAs, Median 55.97 was of UP MLAs and 65.67 was of RAJ MLAs, Kurtosis -0.05 of UP MLAs and 0.25 of RAJ MLAs and Skewness -0.55 of UP MLAs and -0.70 of RAJ MLAs, StDev 23.23 of UP MLAs and 20.65 of RAJ MLAs and CoefVar 45.20 of UP MLAs and 33.85 of RAJ MLAs. Mode of information predicted reason 41.04 was of UP MLAs about the publication and health reasons (See table 6.13).

G. Preferred sources of information: Approach for information frequently or occasionally: According to the sources table 4 and 4.1 following table show the statistical analysis of the table 4and 4.1 below.

Table: 6.14 Statistical analyses of preferred sources of information: Approach for Information Frequently or Occasionally

Test	Frequently Approach Result (Sources Table: 4)		Occasionally Approach Result (Sources Table: 4.1)	
	UP	Rajasthan	UP	Rajasthan
Minimum	2.99	2.99	9.70	7.46
Max	59.70	82.09	52.24	53.73
Mean of frequency	22.72	28.03	27.61	30.51
Median	14.93	26.87	23.88	25.37
Kurtosis	0.51	4.28	-0.57	-1.10
Skewness	1.06	1.07	0.71	0.16
StDev	18.61	22.93	14.80	15.35
CoefVar	81.89	81.80	53.59	50.31

(Chapter V: Source Table, 4 & 4.1)

Frequently Approach for information: The frequently sought information by the MLAs shows that maximum 59.70% of UP and 82.09% of RAJ sought it from 'Family and friends', minimum 2.99% of both the state respondents wanted from "Post Offices'. Question was asked about the 'list of organizations and people, say indicate if you would approach them for information frequently or occasionally' nine variables given on the multiple choice basis. Frequency of Mean 22.72 of UP and 28.03 of RAJ, median of frequently approach 14.93 of UP and 26.87 of RAJ, level of Kurtosis 0.51 of UP and 4.28 of RAJ, level of data Skewness 1.06 of UP and 1.07 of RAJ, level of StDev was 18.61 of UP and 22.93 of RAJ and Coefvariances of the table 'frequently approach' was 81.89 of UP and same margin of RAJ 81.80. Maximum frequently approach was 59.70% of UP and 82.09% of RAJ has 'Family and friends' and minimum frequently approach is 'Post Offices'(See table 6.14).

Occasionally approach. Maximum 52.24% sought information occasionally from 'Information and advice centers' of UP MLAs and 53.73% sought information occasionally from 'local council offices' of RAJ MLAs, minimum 9.7% of UP MLAs and 7.46% of RAJ MLAs sought information from 'post office' and level of Kurtosis of data in negative approach for the information -0.57 % of UP MLAs and -1.10 % of RAJ MLAs. Level of Skewness, StDev and CoefVar is also down from the occasional approach for information (See table 6.14).

H. Language: Table 5 tells us that over half of the seeking language was the Hindi language, whereas English is placed second with nearly one third of the response. Other languages appeared to be marginally relevant (1/17) only. Hindi was presumably the mother tongue of all participants, therefore its predominance. So the distribution in Table 5 suggests that searchers, in part, choose on grounds of their language proficiency, which sounds rational. Considering the widespread utilization of the English language in India at large, it is logical to anticipate that in countries where Hindi is the first tongue, the manifestation of all other languages in seeking would be much less conspicuous.

I. Sources of Information: in this the questionnaire asked the answers on the multiple choice basis twenty three variables were given, sources table 6, 6.1 and 6.2.

Information Sources: News Paper: A total of 12 newspapers were listed, both local and national publications of India As indicated in Table 6, local (Hindi) newspapers were preferred to national (English) newspapers such as 'Dainikjagaran'

and 'Dainikbashkar'. Among the local newspapers 'Dainikjagaran' in UP and 'Dainikbashkar' in Rajasthan was the most preferred source of information. In the case of the national newspaper, 'Times of India' ranked highest as the most preferred source. Thus In both the states maximum number of users, use the newspaper for updating information and for political purpose.

Political Magazine and Journal: In Uttar Pradesh Official Publications were 85.82%, Political Journal were 59.70%, Indian Magazine were 55.97%, Frontline was 26.87%, International Magazine were 26.12% and Manorama Weekly was 16.42% in demand. In Rajasthan Official Publications were 82.09%, Political Journal were 74.63%, Indian Magazine were 67.16%, International Magazine were 29.85%, Manorama Weekly was 28.36% and. Frontline was 16.42% in demand.

Types of document sought: In UP MLAs the highest percentage of demand was 73.88% on 'State gazette/ census' second highest was 'Geographical document/map/chat etc.' 70.90%, third rank of demand was 50% for 'Historical document', 35.82% for 'biography' and only 26.12% wanted 'survey reports'. In Rajasthan 82.09% MLAs wanted "Geographical document/map/chat etc.", second highest were "State gazette/ census" at 80.60%, third highest 'Historical document' 55.22%, then 43.28% of 'Biography' and 34.33% only for 'survey reports'. These data suggest that no single mechanism for enabling access to information should be seen as the ultimate solution to the information needs of the MLAs. Rather a complementary range of solutions must be offered to the legislators.

J. Legislative Library: Another interesting feature of this study is that only 70.90% of UP and 76.12% of RAJ respondents said they were aware of the services of the assembly library but only 28.36% of UP and 35.82% of RAJ respondents have found assembly library adequate, 73.13% of UP and 58.21% of RAJ MLAs say they don't visit other library for any kind of information the hypothesis proved above also presents the same things. *Library and services:* The more than 25 % of respondents were unaware of the Uttar Pradesh and Rajasthan legislatives information service, the library and clearly, a priority for the service would be to raise awareness amongst their user group, in particular amongst current members. The library is an important source of information but it was found that MLAs are not very aware of the role of the library in satisfying information needs. They are not even aware about the various

library services. Thus evidence of study reveals that maximum number of users in both the states do not spend time in library.

K. Like to receive information: according to the source table 9 when asked how they would like to receive their information, four variables were given to them, on one to one choice basis.

Table: 6.15 Like to Receive Your Information

Test	Result	Result (Sources Table: 9)	
		UP	Rajasthan
Minimum		15.67	13.43
Max		39.55	35.82
Mean of frequency		25.00	25.00
HARMEAN	22.02		
Median		22.39	25.38
AVEDEV		7.84	7.09
Kurtosis		0.50	-0.32
CoefVar		42.60	37.88
F test	0.85		
Skewness		1.11	-0.21
StDev		10.65	9.47

(Chapter –V: Sources Table, 9)

A majority of the MLAs 39.55% of UP and 35.82% of Rajasthan said they wanted "Explained to you" and minimum 15.67% of UP MLAs like to receive "Summarized information" and 13.43% of Rajasthan wanted the "Analyzed information". Median 22.39 of UP and 25.38 of RAJ, CoefVar 42.60 of UP and 37.88 of RAJ, level of data Skewness 1.11 of UP and -0.21 of RAJ in negative, StDev of data 10.65 of UP and 9.47 of RAJ and Mean of frequency 25, Harmean 22.02 and F test 0.85 show the information receive level see table 6.15.

L. Electronic information: Awareness of on-line information: While a large majority of respondents (59.70% of UP & 82.09% of Rajasthan) is aware of access to electronic information via the Internet, a surprisingly low number of the respondents (26.12% of UP & 37.31 % Rajasthan) are able to access this information themselves.

M. Computerized information: The sources table 17 indicated that response level of the use of computer by the legislative assembly members of the UP and Rajasthan was only 26.12% and 34.33% respectively as they have given the 'Yes' about the use of computer. The 'no' response was highest in both the state assembly respondents and more than 65% do not use computer for official information. That has shown the highest level of ignorance by the political leadership for "Official information available by computer". Maximum percentage of the MLAs is not using computer and internet services. In the information age politicians lag behind the use of computer for the official and work related problem.

N. Use of electronic means to access Indian states information: when the respondents were asked to indicate which web sites and databases had been used in the past source table 18.1. Only 18.66% of UP and 26.87% of RAJ respondents could name a database or web site. 16.42% of UP and 25.37% of RAJ say they have used 'E-mail links to Indian agencies or groups' and respondents and Discussion lists or Newsgroups relating to India Blogs 5.22% of UP and 13.43% of RAJ members have responded. However it must also be recognized that if respondents have no experience of IT knowledge, then they may be unaware of the potential benefits that might accrue from popularity of the Internet. Although only a minority of respondents had used electronic networks, it was interesting to note the relative popularity of the Internet with more than a third of all respondents. Thus online search services are very poor in both the state.

O. How well informed would you say?

Well-informed and active politician: In this section of the questionnaire, questions were asked with a view to seek or measure how well the respondents were informed about political information matters, and to examine their levels of participation in the democratic political process? Respondents were asked how well informed they felt they were about five different politically hot and related topics. Analyzing the sources table 10, 11, 12, 13 and 14 researcher drew the statistical view point about the level of understanding. How well informed would they (respondents) say about themself on various political topics. This was divided into, five variables Expert, Well informed, adequately informed, poorly informed and not interested given in the question, five political topics were taken namely 1. Equal rights and discrimination 2. Welfare benefits entitlements 3. Legal rights 4. Local politics and 5. National politics. Table

6.17 show the statistical analysis of the data, Minimum, Max, Mean of frequency, HARMEAN, Mode, Median, Kurtosis, Skewness and StDev.

National politics: MLAs of UP and RAJ for the information "how well informed they believed about themselves". Maximum 41.04% of UP MLAs about the "Adequately informed" and 53.73% of RAJ MLAs for the "Poorly informed" and minimum 4.48% for the "not interested" in both the states. Median is 17.16 for the UP and 13.43 for the RAJ, Kurtosis is 1.11 for the UP and 3.84 for the RAJ, Skewness is 0.87 for the UP and 1.89 for the RAJ, StDev is 13.69 for the UP and 19.48 for the RAJ, Mean of frequency is 20.00 for the both the states respondents, Mode is for the UP and for the RAJ and HARMEAN is 11.24 for UP and RAJ both states.

Table: 6.16

How well informed would you say

Test		Minimum	Max	Mean of frequency	HARMEAN	Mode	Median	Kurtosis	Skewness	StDev
National politics	UP	4.48	41.04			–	17.16	1.11	0.87	13.69
	Rajasthan	4.48	53.73				13.43	3.84	1.89	19.48
	Common			20.00	11.24	–				
Local politics	UP	0.00	48.51			13.43	13.43	1.46	1.02	18.17
	Rajasthan	0.00	55.22				13.43	3.15	1.59	20.91
	Common			20.00	18.27	13.43				
Legal rights	UP	3.73	33.58	-	-	-	18.66	-2.29	-0.07	13.17
	Rajasthan	7.46	29.85	-	-	-	23.88	-1.64	-0.57	9.24
	Common			20.00	12.59					
Welfare benefit entitlements	UP	0.00	49.25				15.67	2.07	1.13	18.26
	Rajasthan	4.48	35.82				23.88	-1.37	-0.09	12.51
	Common			20.00	14.16					
Equal Rights and Discrimination	UP	8.22	35.07				17.16	-0.82	0.59	10.66
	Rajasthan	8.22	34.33				17.91	0.33	0.61	9.86
	Common			20.00	15.96					

(Chapter –V: Source table 10, 11, 12, 13 and 14)

Local politics: MLAs of UP and RAJ for the information "how well informed they believed about themselves". Maximum 48.51% of UP and 55.22% of RAJ MLAs said they are "export" in local politics. Median is 13.43 for the UP and for the RAJ, Kurtosis is 1.46 for the UP and 3.15 for the RAJ, Skewness is 1.02 for the UP and 1.59 for the RAJ, StDev is 18.17 for the UP and 20.91for the RAJ, Mean of frequency is 20.00 for the both the states respondents, Mode is 13.43 for the UP. HARMEAN is 18.27 for UP and RAJ both states.

Legal rights: MLAs of UP and RAJ for the information "how well informed they believed about themselves". Maximum 33.58% of UP MLAs said they are "adequately inform" and 29.85% of RAJ said they are "poorly informed" and minimum 3.73% of UP and 7.46% of RAJ MLAs view about the " not interested". Median is 18.66 for the UP and 23.88 for the RAJ, Kurtosis is -2.29 for the UP and -1.64 for the RAJ, Skewness is -0.57 for the UP and -0.07 for the RAJ, StDev is 13.17 for the UP and 9.24 for the RAJ, Mean of frequency is 20.00 for the both the states respondents, Mode is for the UP and for the RAJ and HARMEAN is 12.59 for UP and RAJ both states.

Welfare benefits entitlements: MLAs of UP and RAJ for the information "how well informed they believed about themselves". Maximum 49.25% of UP MLAs said they are "poorly informed" and 35.82% of RAJ MLAs said they are "export" and minimum of RAJ MLAs view they are "not interested". Median is 15.67 for the UP and 23.88 for the RAJ, Kurtosis is 2.07 for the UP and -1.37 for the RAJ, Skewness is 1.13 for the UP and -0.09 for the RAJ, StDev is 18.26 for the UP and 12.51for the RAJ, Mean of frequency is 20.00 for the both the states respondents and HARMEAN is 14.16 for UP and RAJ both states.

Equal rights and Discrimination: MLAs of UP and RAJ for the information "how well informed they believed about themselves". Maximum 35.07% of UP MLAs feel they are "poorly informed" and 34.33% of RAJ MLAs feel they are "adequately inform" and minimum 8.21% of UP and 8.96% of RAJ MLAs said they are " not interested". Median is 17.16 for the UP and 17.91 for the RAJ, Kurtosis is -0.82 for the UP and 0.33 for the RAJ, Skewness is 0.59 for the UP and 0.61 for the RAJ, StDev is 10.66 for the UP and 9.86 for the RAJ, Mean of frequency is 20.00 for the both the states respondents and HARMEAN is 15.96 for UP and RAJ both states.

P. Freedom of Information: The questionnaire responses tabulated in the sources table 15. Show the opinion of the MLAs about the Importance of Right to Information Act, four opinion variables were given and they were asked to tick one choice only.

Table: 6.17 Freedom of Information

Test	Common (in %)	Result (Sources Table: 15)	
		UP	Rajasthan
Minimum		3.73	2.99
Max		51.49	68.66
Mean of frequency	25.00		
HARMEAN	8.53	9.84	7.53
Median		22.39	14.18

(Chapter –V: Sources Table, 15)

The above Table 6.17 data indicates the Importance of Right to Information Act, and access to accurate and unbiased information in the eyes of MLAs. Statistical analysis shows the Maximum number of respondents i.e. 51.49% MLAs of UP and 68.66% MLAs of RAJ say 'Very important' about the "Right to Information Act" and minimum 3.73% MLAs of UP and 2.99% MLAs of RAJ say they 'don't know' the significance of "Right to Information Act". Median of data representation of the view point lies between 22.39 for UP and 14.18 for RAJ. Therefore, a highly significant majority of respondents felt that freedom of information and access to accurate and unbiased information is important in exercising their rights as politician.

Q. Best source of information: The source table 19 of the statistical data analysis presents information about the best source of information. Maximum 32.84% MLAs of Rajasthan and 22.38% of UP MLAs say their best source of information is "Newspapers". Minimum 2.99% of UP MLAs say they "Don't know" their best source of information. Frequency of Mean lies between 11.11 of both the states respondents' opinions for the best sources of information.

The objectives of this survey are identifications of MLAs' political information sources, their evaluation of political information quality, and their opinions about political information benefits. The results of the study contribute to understanding MLAs' information seeks, information need and their uses of various political information sources. Several recommendations are made from the data from this study. On the basis of above analysis, it can be seen that the information needs of MLAs are frequently unpredictable and reactive. Members must be efficient information gatherers and managers.

6.4 Importance of information

Information behavior is largely a question of training and tradition, but it is important to have awareness that personality can influence how we learn. One aim of this study is to increase the understanding of why different persons search information in different ways. An awareness of the personality factor in how politicians seek information can be important and might increase the understanding of why different persons approach their search tasks in different ways. It is important to take these differences into account when planning the legislature information system.

Also the development of search systems should be more flexibly designed so that different ways of approaching the search tasks might be met. To some extent information searching can be learned, but there will always be differences in the ways different people seek information. There can never be only one way to approach the search problem, why then have just one search design, as the consequences will inevitably be shutting out some people. It is important to adjust the systems to the learners instead of just teaching the learners to use the system. They will still to some extent hold their previous behavior and can never be taught exactly how to search in every situation.

Respondents consistently recognized and valued the positive role of "information" in political life of decision making.

Value-added information: Great importance is placed on the information obtained from colleagues.

Internal resources are considered to be the most valuable resources. These include the information centre/services, government department networks and personal contacts.

Comments received suggest that the perceived value of published sources may be related to the type of decision being made, but further investigation is required to corroborate this hypothesis.

6.5 Recommendations:

This survey research provided a general picture of the opinions of legislators – who are elected politicians - on output-oriented performance information in planning and control, documents and their use of various sources of information on developments and performance in their organization. The survey research also provides some tentative suggestions for further research and further development of output-oriented information systems. In order to develop a formal accounting and information system which reasonably suits the needs and reflects the preferences of a

specific group of users, it is necessary to have relevant knowledge of the behavior of these users with regard to information.

Legislators are busy people: it is only by convincing them that life will be made easier for them that engagement will be increased. The results of the study contribute to understanding MLAs' information seeks, information need and their uses of various political information sources. Several recommendations are made from the data from this study.

i. The methodology should be developed specifically for the government sector and tested on a trial basis on a larger, more representative sample.

ii. An attempt should be made to develop techniques to assess the potential risk of poor information feed into a political arena.

iii. Further studies should be undertaken on decision-making processes and information gathering behavior in order to assess cultural and organizational influences on information flow design.

iv. A demand monitoring system is required to determine what MLAs are currently doing or debating to provide needed information.

v. The development of techniques to increase awareness of the full range of information resources available should be continued.

vi. The role of information in the work of the MLAs has been acknowledged. However, a better understanding of the information needs and the information-seeking patterns of decision makers is fundamental to the achievement of the MLAs' job objectives. It is when these needs have been determined that efforts can be made to satisfy them.

vii. A structured and explicit network of "local" or internal resources including information centre services should be developed.

viii. The role of information professionals in government departments should be developed and expanded to support the information flow, including: facilitation of information delivery;

ix. Advice on information sharing and management to support team working and consultation;

x. Quality assessment of information feeds;

xi. The promptness and accuracy of information is very important to MLAs, who use it immediately for constructively scrutinizing government policy or for shaping the mood and tone of proposed pieces of legislation.

xii. Legislature, especially in developing countries such as ours, need to be up to date with the political and social trends in the world as a whole, and in particular, those nations they are close to economically, socially and politically such as USA, Pakistan, Sri Lanka, China etc. They must, therefore, keep abreast of developments over a wide field, continually changing the focus of their attention as events and political scenes change.

xiii. Technical staff should be appointed for solving the problem of the MLAs.

xiv. The majority of respondents were unaware of the assembly Library information service clearly; a priority for the service would be to raise awareness amongst MLAs. Most of the users are not satisfied with the library; therefore they don't know the facilities of library.

xv. MLAs response to the library generally shows their ignorance about the library resources. Libraries should start up orientation programmes for new comers to introduce them to the library, to make them familiar with the collection in various subjects, the procedure to locate and get the documents issued so as to provide better access to the library stock and services.

xvi. It has been highlighted in the research that with the multi-party political system in India, assembly is supreme over any political party. This, therefore, calls for MLAs to be well informed about the latest developments in nearly every field of human life in order to make useful and effective contributions during assembly debates. The task of providing factually accurate and up-to-date information to MLAs is vested with the assembly Library.

xvii. The findings also show a very low level of use of electronic information in legislative assembly. It is recommended that the computerization of information should be taken seriously in UP and RAJ legislative assemblies. The driving force behind the introduction of computerized information in some assemblies in Europe and America is the realization that legislatures need to obtain information quickly from national and international sources to solve present-day complex problems.

xviii. Users training programme is essential for the proper exploitation of the Internet resources for the MLAs of UP and RAJ.

xix. Library should be computerized to provide its services to the users promptly.

xx. Internet facility should be provided to the MLAs for political purpose.

xxi. it can be seen that there is a strong need to build an electronic based interactive information handling system for MLAs of UP and RAJ to fulfill their information needs in as short duration as possible so they can serve society more efficiently in return.

xxii. Research has shown that there is need for advice on information content on developing IT networks;

xxiii. MLAs have to be motivated to inculcate and develop reading habits towards E- journals and E-Books so that they will get information on recent and retrospective information results in all the fields.

xxiv. development of information requirement assessments techniques;

xxv. Internal and external signposting.

xxvi. Information services, advice and consultancy should be designed to support political life of legislature processes.

xxvii. The MLAs references to historical, economic and societal contexts are encouraging. But they require further elaboration to confirm the secular dimensions of information seeking and so underscore a social responsibility orientation;

xxviii. The information system needs to connect an understanding of social, cultural and political contexts of information seeking and retrieval with programmes of action to improve access for all information seekers.

xxix. The triggers for information seeking amongst MLAs are, in many instances, unpredictable, emanating frequently from constituents' demands and from issues receiving attention in the media. The MLA is almost unique professionally in having little control over the subject areas in which s/he may have to become involved and quickly expert, in response to party, constituency, public and media demands. Information need is, therefore, very often reactive and, as a result, information seeking may be rushed, unsystematic and uncritical.

xxx. Going back to Ranganathan's principles of reference service might be useful to us here: with concepts such as "save the time of the reader" and

"act as an agent for the information". We as information professionals may have to take something of a messianic approach to "selling" the importance of a well designed search leading to high quality, meaningful and useful information. Conversely, those who are active users of the assembly library service rated it highly, so when the connection is made and the message has been communicated, then information services often get it right and are consequently highly valued.

xxxi. Barker and Rush (1970) also state that "politicians are advocates of public issues and use information of various kinds to support these opinions". So MLAs need information on every topic of concern to society or to a part of society. Though social welfare, electricity and water supply (Bijli, Sadak and Paani) are their favorite fields, these interests keep on shifting as per public opinion. Therefore their subject requirement is vast and always unpredictable.

6.6 Further investigations/studies:

I. The same study can be conducted for legislative members of assembly in other state of India.

II. A comparative study can also be conducted between Indian state legislative members and United States of America, state legislative members.

III. A comparative study can also be conducted between mother of democracy UK legislators and Indian legislators.

IV. What kind of connections are of significance to a political career and does gender impose any consequences.

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Website:

Map of India
http://www.mapsofindia.com
Supreme Court of India
http://www.supremcourtcaselaw.com
http://www.supremcourtonline.com
http://www.legalseriveceindia.com
Ministry of law, justice and Company Affairs of India
http://www.lawmin.nic.in
http://www.allindiareporter.com
http://www.lawyerssearch.com
http://www.legalfiction.com
Parliament of India
http://www.parliamentofindia.nic.in
Constitution of India
http://www.constitutionofindia.nic.in
High court of Allahabad
http://www.judisnic.in
http://www.allahabadhighcourt.com
http://www.couselists.nic.in
http://www.couselists.nic.in/lucknow/index1.html
UP tourism
http://www.upgove.nic.in
UP assembly
http://www.uplegalassembly.nic.in
http://www.couselists.nic.in
http://www.couselists.nic.in/lucknow/index1.html
Rajasthan Assembly
http://www.raj.gov.in
Indian Source Online:
http://www.indiansources.com
Current Affairs
http://www.indiacurrentaffairs.com

Appendix: 1

THE INFORMATION SEEKING BEHAVIOUR OF MEMBERS OF LEGISLATIVE ASSEMBLIES OF UP AND RAJASTHAN: A COMPARATIVE STUDY

This is a research project intended to investigate the information activities of Members of Legislative Assemblies of UP & Rajasthan

i) Name.....

ii) Constituency of Member.....

iii) Party..... **iv) Numbers of Term as Member**.....

v) Gender **(a) Male** **(b) Female**

vi) Highest Level of Education .....

vii) Caste **(a) General** **(b) OBC** **(c) SC** **(d) ST**

(e) Other .....

1. How do you perceive information? (Please tick YES √ / NO X)

A) All published and unpublished materials.....

B) All items in newspapers; radio and TV.....

C) All items in Government publications, circulars, reports and pamphlets.....

D) All discussions at meetings, conferences, seminars and workshops.....

E) Any other (please specify).....

2. When do you require information? (Please tick YES √ / NO X)

I. When preparing for legislative Assembly speeches, debates and questions.....

II. When preparing answers for enquiries from the M.L.As.....

III When doing statistical or data analysis and budgeting.....

IV. Historical objections

V. Any other (please specify).....

3. Which of the following subjects have you ever wanted to find out more about in the past, or feel you might want to find out more about in the future? ***(Please tick all relevant boxes)***

		In the past	In the future
1	Information about politics & the Indian Government	☐	☐
2	Information about the state Government	☐	☐
3	Information about your local council	☐	☐
4	Local Area Development	☐	☐
5	Employment/job opportunities	☐	☐
6	Education	☐	☐
7	Housing	☐	☐
8	Health and Safety at work	☐	☐
9	Health Care	☐	☐
10	Social Security Benefits	☐	☐
11	Family/Personal matters	☐	☐
12	Financial matters	☐	☐
13	Taxation	☐	☐
14	Consumer and Credit	☐	☐
15	Business opportunities	☐	☐
16	Legal information	☐	☐
17	Equal rights and Discrimination	☐	☐
18	Immigration and Nationality	☐	☐
19	Citizens' rights	☐	☐
20	Crime and Security	☐	☐
21	Transport and Travel	☐	☐
22	Technology and Communications	☐	☐
23	Environmental information	☐	☐
24	Leisure and Recreation	☐	☐
25	*Other (please specify)*_____	☐	☐

3.1. Past and future reasons for wanting information ***(Please tick all relevant boxes)***

	Reasons	Past	future
I.	Political reasons	☐	☐
II.	Voting behavior reasons	☐	☐
III.	For political decision-making	☐	☐
IV.	For administrative purpose	☐	☐
V.	For publication	☐	☐
VI.	Work-related reasons	☐	☐
VII.	Religious reasons	☐	☐
VIII.	Family personal reasons	☐	☐
IX.	For developments	☐	☐
X.	Historical objection	☐	☐
XI.	Health reasons	☐	☐
XII.	Financial / economical reasons	☐	☐
XIII.	Legal reasons / security	☐	☐
XIV.	Business/commercial reasons	☐	☐
XV.	For work with a representative/interest group	☐	☐
XVI.	Educational reasons	☐	☐
XVII.	*Other (please specify)*	☐	☐

4. For the following list of organizations and people, please indicate if you would approach them for information frequently or occasionally. ***(No response will mean you would never approach these organizations or people for information)***

		Frequently	Occasionally
I	Offices of Government departments and agencies (e.g. Inland Revenue, Benefits Agency)	☐	☐
II	Panchayat or Municipal corporation	☐	☐
III	Local council offices	☐	☐
IV	Post Offices	☐	☐
V	Academic libraries	☐	☐
VI	Professional/Trade Associations	☐	☐
VII	Information and advice centers	☐	☐
VIII	Chambers of Commerce	☐	☐
IX	Family and friends	☐	☐
X	Other *(please specify)*_____	☐	☐
_____		☐	☐

5. In which language do you prefer to obtain information? ***(Please tick one box only)***

English	☐	Hindi	☐	Gujarati	☐
Bhojpuri	☐	Punjabi	☐	Awadhi	☐
Rajasthani	☐	Sanskrit	☐	Marathi	☐
Jaipuri /Marwari	☐	Gujarati	☐	Sindhi	☐
Other *(please specify)*			☐		

5.1 Which information sources do you rely upon most? ***(Please tick all relevant boxes)***

I	The Times of India	☐	II	The Hindustan Times	☐
III	Hindu	☐	IV	Indian Express	☐
V	The Chronicle	☐	VI	Aaj	☐
VII	Amarujala	☐	VIII	Dainikjagaran	☐
IX	Jansatta	☐	X	Sahara	☐
XI	Political Journal	☐	XII	Indian Magazine	☐
XIII	International Magazine	☐	XIV	Frontline	☐
XV	Manorama Weekly	☐	XVI	The Economics Times	☐
XVII	Official Publications	☐	XVIII	Dainikbashkar	☐
XIX	Biography	☐	XX	Historical document	☐
XXI	Geographical document/map/chat etc.	☐	XXII	State gazette/ census	☐
XXIII	Survey report	☐			
XXIV	Any other (please specify).....				☐

6. Are you aware that you can get on-line information, e.g. the Internet?

YES/NO

7. If YES, are you able to access the information yourself?

YES/NO

8. Are you aware of the services of the Assembly Library?

YES/NO

9. Do you find the Assembly Library adequate?

YES/NO

10. Do you visit other libraries for information?

YES/NO

11. How often do you seek information from government ministries and departments?

(a) Always (b) Sometimes (c) Seldom (d) Never

12. How do you like to receive your information?

(a) Original information (b) Summarized information

(c) Analyzed information (d) Explained to you

13. How well informed would you say you were about the following topics? ***(Please tick all relevant boxes)***

	Expert	**Well informed**	**Adequately informed**	**Poorly informed**	**Not interested**
National politics	□	□	□	□	□
Local politics	□	□	□	□	□
Legal rights	□	□	□	□	□
Welfare benefit entitlements	□	□	□	□	□
Equal rights and discrimination	□	□	□	□	□

14. The Government has implemented a Right to Information Act, which should make it easier for the public to obtain official Government information. How important would you say Freedom of Information is?

Very Important □ Quite Important □

Not Important □ Don't Know □

15. Have you ever used electronic networks to access information about the Indian Union of state?

Yes □ No □ Don't know □

If YES, which of the following have you used? Please tick all applicable.

World Wide Web sites via the Internet ☐
E-mail links to Indian agencies or groups ☐
Indian state Union databases ☐
Discussion lists or Newsgroups relating to India blogs ☐

16.The Government is also making more and more of its official information available by computer. Would you use a computer to obtain this information?

YES ☐ NO ☐

17. Which of the following would you describe as the BEST source of information about the Indian Union? Please tick only ONE response.

Don't know ☐
Libraries ☐
Newspapers ☐
Political parties' ☐
Advisory agencies (e.g. Citizens Advice Bureaux) ☐
Television/Radio ☐
Special representative groups ☐
Government department's ☐
Professional/Trade association's ☐

Please write briefly in the space provided your reasons for giving the above response.

.....

THANK YOU *very much for your cooperation*

Please return it to...
Md Safay Zaffar.
Dept of Library & Information Science
AMU, Aligarh. UP
Pin. 202002
E-mail: safayz@yahoo.co.in
Shafay.zafar@gmail.com
Mobile. 09997497795.

Appendix: 2 Interview Schedule

1. Information need for?

i. For writing article in newspaper and magazine. Yes/ No
ii. For sorting out public grievances Yes/ No
iii. For participation in seminar/ TV/ radio Yes/ No
iv. Discussion at party meeting Yes/ No
v. For historical objection Yes/ No

2. Problems face in information seeking?

i. Lack of time Yes/ No
ii. Lack of access Yes/ No
iii. Delay in publication Yes/ No
iv. Inadequate resource Yes/ No

v. Lack of knowledge of information sources Yes/ No

3. How do you collect information about your constancy?

i. Through party worker Yes/ No
ii. Personal visits to Janta Darbar Yes/ No
iii. Through newspaper/Tv/radio Yes/ No
iv. Through letters/ Jan- Andolan Yes/ No

4. How do you think the information needs of an MLA can be fulfill" in a more convenient way?

.....
.....

Appendix: 3 Hindi version of Questioner

उत्तर प्रदेष एवं राजस्थान के विधान सभा सदस्यो के सूचना प्रापत करने की विधि : एक तुलनात्मक अध्ययन

i) नामः----------

ii) दलः----------

iii) कितनीबार सदस्य रहे :----------

iv) लिंग a) पुरूष ( ) b) महिला ( )

v) अधिकतम षिक्षा

vi) जाति a) सामान्य b) अन्य पिछड़ी वर्ग c) अनुसूचित जाति

1. आप कैसे सूचना प्राप्त करते है? (Please tick Yes √ / No

(A) सभी प्रकाषित तथा अप्रकाषित सामग्रियाँ----------

(B) समाचार पत्रों की सभी सूचनाएय रेडियो और टेलीवीजन

(C) सरकारी प्रकाषन, गष्तीपत्र, विवरण औरर समसामयिकी पत्र इत्यादि की सभी सूचनाएं----------

(D) सभाओं, सम्मेलनों, एवं गोषठियों इत्यादि में हुए सभी विवेचन----------

(E) कोई अन्य (कृपया उल्लेख करें)----------

2. आपको कब सूचना की आवष्यकता होती है (please tick Yes/√ / No ×)

(i) जब विधान सभा के भाषण, वाद–विवाद और प्रष्नों के लिए तेयार हो रहे हों----

(ii) जब विधायकों के पूछताछ सम्बन्धित उत्तर तैयार कर रहे हों ----

(iii) जब आय–व्यय आँकड़ा या सांख्यकीय विष्लेषण कर रहे हों ----

3. निम्नलिखित में कौन से ऐसे विषय हैं जिनकी भूतकाल की अधिक जानकारी चाहते हैं, या आप उनके भविष्य के बारे में अधिक सचेत है।

		भूतकाल में	भविष्य में
(i)	राजनीति और भारत सरकार के बारे में सूचना		
(ii)	राज्य सरकार के बारे में सूचना		
(iii)	अपने स्थानीय निकाय के बारे में सूचना		
(iv)	रोजगार / नौकरी के अवसर		
(v)	षिक्षा		
(vi)	गृह विकास व्यवस्था		
(vii)	कार्य के दौरान स्वास्थ और सुरक्षा		
(viii)	स्वास्थ रक्षा		
(ix)	सामाजिक सुरक्षा लाभ		
(x)	परिवार व्यक्तिगत मामले		
(xi)	आर्थिक मामले		
(xii)	कर सम्बन्धी मामले		
(xiii)	उपभोकता और उधार		
(xiv)	व्यापार के अवसर		
(xv)	वैधानिक सूचनाऐं		
(xvi)	समान अधिकार और भेदभाव		
(xvii)	आप्रवास व राष्ट्रीयता		
(xviii)	नागरिक अधिकार		
(xix)	अपराध और सुरक्षा		
(xx)	आवागमन और यातायात		
(xxi)	संचार एवं तकनीक		
(xxii)	वातावरण सम्बन्धी सूचनाएं		
(xxiii)	अवकाष व मनोरंजन		
(xxiv)	अन्य (कृपया उल्लेख करें)		

4. निम्न लिखित संगठनों और व्यक्तियों से सूचना प्राप्त करने के लिए कभी कभी या अकसर आपने सम्पर्क किया है, तो चिन्हित कीजिए (अगर कोई उत्तर या प्रतिक्रिया नहीं है तो इसका अर्थ यह है कि आपने कभी भी इन संगठनों व व्यक्तियों से सूचना प्राप्त करने के लिए सम्पर्क नहीं किया है)

		अक्सर	कभी–कभी
(i)	सरकारी विभागोमं एवं केन्द्रों के कार्यालयों (जैसे आयकर की आमदनी, व्यापार केन्द्रों से प्राप्त लाभ)		
(ii)	पंचायत या नगर निगम		
(iii)	स्थानीय निकाय कार्यालयों		
(iv)	डाक घरों		
(v)	शैक्षिक पुस्तकालयों		
(vi)	व्यवसायिक / व्यापारिक सहयोगियों		
(vii)	सूचना एवं सलाहकेन्द्रों		
(viii)	वाणिज्य प्रकोष्ठों		
(ix)	परिवार एवं दोस्तों		
(x)	अन्य (कृप्या उल्लेख करें)----------		

6. आप किस भाषा में सूचना प्राप्त करने को वरीयता देते है?

अंग्रेजी	हिन्दी	उर्दू
भोजपुरी	पंजाबी	अवधी
राजस्थानी	संस्कृत	मराठी
जयपुरी/मारवाड़ी	गुजराती	सिंधी

अन्य (कृपया उल्लेख करें)----------

5.1 आप किस सूचना स्रोत पर सबसे अधिक विष्वास करते है।?

(i)	द टाइम्स ऑ इन्डिया	(ii)	द हिन्दुस्तान टाइम्स
(iii)	हिन्दू	(iv)	इंडियन एक्सप्रेस
(v)	द क्रोनिकल	(vi)	आज
(vii)	अमर उजाला	(viii)	दैनिक जागरण
(xi)	राजनीतिक समाचार पत्र	(xii)	सहारा
(xi)	राजनीतिक समाचार पत्र	(xii)	भारतीय पत्रिका
(xiii)	अन्तर्राष्ट्रीय पत्रिका	(xiv)	फ्रन्ट लाइन
(xv)	मनोरमा साप्ताहिक	(xvi)	द एकोनामिक्स टाइम्स
(xvii)	अधिककारिक प्रकासन		
(xviii)	अन्य (कृपया उल्लेख करें)----------		

(6) क्या आप को पता है कि इन्टरनेट के द्वारा आप सीधे सूचना प्राप्त कर सकते है।?
YES / NO

6.1 अगर हाँ तो क्या आप उस सूचना को स्वयं ज्ञात कर सकते है।? YES / NO

(7) क्या आपको विधानसभा पुस्तकालय की सेवाओं के बारे में जानकारी है? YES / NO

(8) क्या आप विधान सभा पुस्तकालय से संतुष्ट है? YES / NO

(9) क्या आप दूसरे पुस्तकालयों में सूचना प्राप्त करने की दृष्टि से गये है? YES / NO

(10) सरकारी मंत्रालयों और विभागों से कितनी बार आप सूचना प्राप्त करते है? YES / NO

(11) सरकारी मंत्रालयों और विभागों से कितनी बार अप सूचना प्रज्ञत करते है।?

(a) मौलिक सूचना (b) संक्षिप्त सूचना

(c) विष्लेषित सूचना (d) आपको केवल बताई गई सूचना

(12) आप किस प्रकार से सूचना प्राप्त करना चाहते है?

निम्न लिखित प्रकरणों पर आपको किस प्रकार से व कितनी सूचना प्राप्त हुई–

	उपयुक्त प्रकार से प्राप्त सूचना	संतोषजनक सूचना	साधारण एवं कम सूचना	कोई रूचि नहीं
राष्ट्रीय राजनीति				
स्थानीय राजनीति				
वैधानिक अधिकार				
कल्याण लाभ, अधिकार				
समान अधिकार व भेदभाव				

(13) सरकार ने सूचना प्राप्त करने का अधिकार नामक नियम पारित किया है, जिससे जनता को अधिकारिक सरकारी जानकारी प्राप्त करने में अधिक आसानी होगी। आप की दृष्टि में सूचना प्राप्त करने की स्वतन्त्रता कितनी महत्वपूर्ण है?

बहुत महत्वपूर्ण पूर्णतः महत्वपूर्ण

महत्वपूर्ण नहीं नहीं पता

(14) क्या आपने कभी इलेक्ट्रानिक का प्रयोग करके भारतीय संघ के राज्यों की जानकारी प्राप्त की है?

YES / NO नहीं पता

अगर हाँ, तो निम्नलिखित में से कौन से नेटवर्क का प्रयोग किया है? कृपया उन सभी पर चिहन लगायें जो लागू हों–

इन्टरनेट के द्वारा विष्व व्याप्त ----------

भारतीय केन्द्रों व वर्गो से जुड़े इ–मेल सम्पर्क----------

भारतीय राज्य संघ की सूचना–सामग्री संग्रह (डाटा बेस)----------

भारत क्षेत्र से सम्बन्धित विवेचन सूची या समाचार समूह———————————————

(15) सरकार कम्प्यूटर के द्वारा अधिक से अधिक अधिकारिक सूचनाऐं उपलब्ध कराने का कार्य कर रही है। क्या आपने ऐसी सूचनायें प्राप्त करने के लिए कम्प्यूटर का प्रयोग किया है?

YES / NO

(16) आपकी दृष्टि में भारतीय संघ के बारे में सूचना प्राप्त करने के लिए निम्नलिखित में से कौन सा स्रोत सर्वाधिक उपयुक्त है? केवल एक उत्तर पर चिहन लगाइए

नहीं जानते

समाचार पत्रों

प्रचारक कार्यालयों (जैसे – नागरिक सलाह कार्यालय)

टेलीवीज़न / रेडियो

विषेष प्रतिनिधि समूहों

सरकारी विभागों

कवसायिक / व्यापारिक सहयोगियो

पुस्तकालयों

राजनीतिक दलों

कृपया खाली स्थान में संक्षिप्त में अपनी ऊपर दी गयी प्रतिक्रिया का कारण लिखें–

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